

**Kajfasz, Chad M**

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**From:** Kajfasz, Chad M  
**Sent:** Friday, October 12, 2018 1:32 PM  
**To:** David Doyle  
**Subject:** Re: Ring Revisit

Copy boss.

Sent from my iPhone

On Oct 12, 2018, at 12:50 PM, David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)> wrote:

Lets you and I discuss before you do anything relative to OCSD permission.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>  
**Date:** 10/12/18 1:34 PM (GMT-05:00)  
**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Subject:** Ring Revisit

Hi Dave, Really good to see you and catch up with you in Florida the other day. As you saw at the booth, we're serious about working with law enforcement to keep neighborhoods safe.

I am attaching the MOU that is required to be signed prior to onboarding (a formal training day dedicated to ensuring a quick start and effective use of the service). Consistent with all Ring LE initiatives, there is no cost associated with the training (or any aspect of portal).

Take a look and let me know what you think. As I mentioned at the show, we will need your chief to be onboard for this to be effective. So anything I can do to assist, with your chief, city council or others, please let me know.

Again, it was good to see you and I look forward to working with you soon.

Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales

The Ring logo, consisting of the word "ring" in a lowercase, sans-serif font.

1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: )

Ring Partners With LAPD To Reduce Crime In Wilshire Park

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<Ring - Aliso Viejo MOU.docx>

## Kajfasz, Chad M

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**From:** Kajfasz, Chad M  
**Sent:** Friday, October 26, 2018 5:04 PM  
**To:** David Doyle  
**Subject:** Re: Ring Revisit

Copy. Thanks Dave. I'm available to talk about it any time.

-Chad

Sent from my iPhone

On Oct 26, 2018, at 1:47 PM, David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)> wrote:

Ray

Great seeing you as well. Thanks for the email. I spoke to my Lt. upon my return and he is very interested. Let me know when you have some time and we can setup a meeting maybe over coffee or ???

**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>  
**Sent:** Friday, October 12, 2018 10:34 AM  
**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Subject:** Ring Revisit

Hi Dave, Really good to see you and catch up with you in Florida the other day. As you saw at the booth, we're serious about working with law enforcement to keep neighborhoods safe.

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## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, October 26, 2018 5:05 PM  
**To:** David Doyle  
**Subject:** Re: Ring Neighborhood Platform Follow-Up

Copy. Thanks.

Sent from my iPhone

On Oct 26, 2018, at 1:48 PM, David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)> wrote:

FYI – This is from past conversations

**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>  
**Sent:** Monday, March 12, 2018 9:43 AM  
**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Subject:** Re: Ring Neighborhood Platform Follow-Up

Good Morning David,

Trying to reset the conversation and thought this update might be helpful:

1. The Law Enforcement Portal was released on February 23rd. We have three agencies being on-boarded (as beta accounts) with the last one scheduled to be completed on March 22nd. After a period of time (possibly 30 days), there are a number of additional agencies throughout the US scheduled to gain access to the portal.
2. The subsidy program we discussed has been uncoupled from the LE Portal program. We are working with several cities separate from law enforcement to offer city subsidies. The basic offer is \$50 from Ring along with \$50 from the city, or \$75+\$75 for larger programs.

Before presenting this to your city counsel, I thought it might be best to sync up on what we want to accomplish. The LE Portal onboarding has become more formal than I initially presented. It requires participation from a number of stakeholders in the department and honestly, I'm not sure we had that level of buy-in from Lt. MacPherson. Below is a cut & paste from the onboarding prep email on required attendance for the meeting:

**Systems Admin Contact:** A master agency credential will be provided to the department. The Aliso Viejo technical administrator (Admin) will be responsible for providing and managing log-in credentials to individual users within the department.

**Social Media Contact:** Ring Neighborhoods is a social sharing site. While our motto of "low frequency, highly relevant content" is accurate, the effectiveness of this engagement will only be as powerful as our combined efforts make it. Ring Neighbors post video content based on suspicious and/or criminal activity inviting Neighbor response. Aliso Viejo use of the LE Portal to comment on Neighbor posts and to inform your community of crime alerts/activity is an essential element of our program.

**Public Information Contact:** Prior to activating LE Portal for your agency, Ring will notify our Neighbors that we are working with Aliso Viejo. We will work with Agency to create a mutually acceptable message that is

concise, accurate and reflective of the goals of the program. Aliso Viejo input and approval on that message is required.

**Detective/Investigative Contact:** Those charged with use of portal will be trained on how to engage in the Neighborhood conversation, how to post crime alerts and how to request video when investigating criminal activity.

**Legal Contact:** Discussion on video technology, evidence preservation, chain of custody, etc., as well as appropriate (approved) language for messaging Ring Neighbors of this engagement.

Please put some thought into this and let me know how you'd like to proceed. If you want to discuss, please feel free to call me anytime at [REDACTED]

Thanks David. Ray

On Thu, Mar 8, 2018 at 9:29 AM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

David, I'm going to provide a formal email along with an attached MOU. We're evolving in the process and this will look more professional than what I've provided so far. As always, feel free to make any necessary modifications or call to discuss other ways to structure this. Thanks, Ray

On Wed, Mar 7, 2018 at 5:59 PM, David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)> wrote:

Ray

Sorry for the delay, I have been swapped these last few weeks with both work and personal stuff. Can you resend it to me. I want to review and then look to April for a Council meeting.

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]

**Sent:** Wednesday, February 28, 2018 1:40 PM

**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>

**Subject:** Re: Ring Neighborhood Platform Follow-Up

David, Good afternoon. Wanted to reach out to see how you're doing. We have three departments moving into beta mode on the LE Portal the week of March 15th, so we're starting to look down the road to line up additional municipalities for late Q1 and Q2 onboarding. Still a lot of moving parts, but its beginning to make sense.

Have you had a chance to review what I sent? If you have questions, or if you want to get together to discuss, I would be happy (grateful actually) to stay in Orange County for a day to meet.

Either way, shoot me an update when you can.

Hope things are well. Ray

On Thu, Feb 8, 2018 at 11:22 AM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Good Morning David, You didn't miss anything; we've been attempting to put together a program that captures everything we discussed, without it looking like a contract or some other means of simply selling product. I think we've captured it on the attached.

Take a look and let me know what you think. I am providing this as an unprotected Word doc, so feel free to edit / add / change to fit your understanding.

Also, feel free to call anytime if I can help answer any remaining questions.

Thank you! Ray

On Wed, Feb 7, 2018 at 5:44 PM, David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)> wrote:

Hi Ray

I may have missed it but I didn't see a follow up email from you. Let me know if I missed it and need to look for it in my inbox

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]

**Sent:** Tuesday, January 30, 2018 1:56 PM

**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>; Paula Garrow <[pgarrow@cityofalisoviejo.com](mailto:pgarrow@cityofalisoviejo.com)>

**Subject:** Ring Neighborhood Platform Follow-Up

Hi Dave, I'm getting settled into an incredibly fast paced environment at Ring, but I didn't want you to think I forgot about you. As I mentioned in our meeting, Ring is working toward a one page "engagement form" for cities that will incorporate our commitments and the city's expected involvement, particularly as it pertains to engaging with the community.

This is actively being developed by working with a number of cities in an effort to get the language right (in a way that addresses agency or city council questions). I hope to have something available for you by the end of the week.

After you review what I send and if it matches up with what I presented, I definitely want to take you up on your offer to speak in front of the City Council.

Thanks again and I look forward to speaking again soon.

Regards, Ray

--

--

Raymond Pollum

Vice President of Neighborhood Sales

ring

1523 26th St

Santa Monica, CA 90404

raymond.pollum@ring.com

(855) 688-7756

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**Gardner, Brett L**

---

**From:** Stacey Cooke <stacey.cooke@ring.com>  
**Sent:** Friday, November 09, 2018 3:37 PM  
**To:** David Doyle  
**Cc:** Raymond Pllum; Morgan Culbertson; Gardner, Brett L; Kajfasz, Chad M  
**Subject:** Re: Ring Subsidy and Comm Introductions

Hi Mr. Doyle,

I am not sure exactly what Ray has told you about the subsidy program, so I would like to hop on a call to tell you all about the program. Are there some days and times you are free next week?

I look forward to connecting with you. Have a good day!

Stacey

On Fri, Nov 9, 2018 at 3:22 PM, David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)> wrote:  
Thanks Ray!!! Looking forward to working with you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Raymond Pllum <[raymond.pllum@ring.com](mailto:raymond.pllum@ring.com)>  
**Date:** 11/9/18 2:44 PM (GMT-08:00)  
**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Cc:** Stacey Cooke <[stacey.cooke@ring.com](mailto:stacey.cooke@ring.com)>, Morgan Culbertson <[morgan.culbertson@ring.com](mailto:morgan.culbertson@ring.com)>, Brett Gardner <[BLGardner@ocsd.org](mailto:BLGardner@ocsd.org)>  
**Subject:** Re: Ring Subsidy and Comm Introductions

David, My sincere apologies. When I sent the email this morning, I heard back from another Dave (who pointed out I used the wrong email address).

Below is what I sent and for Stacey and Morgan's information, I'm including your contact information with this corrected email.

David Doyle, City Manager - Aliso Viejo, California  
Phone: [REDACTED]

Regards, Ray

--

Raymond Pllum  
Vice President of Neighborhood Sales

**Gardner, Brett L**

---

**From:** Ring Team <no-reply@ring.com>  
**Sent:** Thursday, May 09, 2019 9:13 AM  
**To:** Gardner, Brett L  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **Aliso Viejo Police Services** in the Ring Neighbors Portal.

Neighbors Portal provides the **Aliso Viejo Police Services** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.  
Unfortunately, Internet Explorer is currently not supported.



Email intended for [blgardner@ocsd.org](mailto:blgardner@ocsd.org).

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On Fri, Nov 9, 2018 at 11:05 AM Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Dave, Very nice seeing you this morning and thank you again for the introduction to Sgt. Gardner. I'll follow up with him directly, keeping you on copy.

For the subsidy program, I would like to introduce someone much smarter than I when it comes to working with cities on these programs. Stacey Cooke is our National Events Manager and works directly with cities to insure successful subsidy events. She is the one responsible for the two agreements (Arcadia and Montclair) you mentioned this morning.

I also want to take this opportunity to bring Morgan Culbertson into the conversation. As we move toward a launch of the Neighbors Portal with your Police Department, Morgan will help with the messaging to insure maximum participation from the community on this digital neighborhood watch platform.

Contact info for both is below. I'll follow up as warranted moving forward. Thank you again for meeting, the introduction to the Sergeant and your interest in our program.

Stacey Cooke - National Events Manager

Phone: [REDACTED]

email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: [REDACTED]

email: on copy

Regards, Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales



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[ray@ring.com](mailto:ray@ring.com)  
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## Kajfasz, Chad M

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**From:** Kajfasz, Chad M  
**Sent:** Friday, November 09, 2018 4:33 PM  
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**Subject:** Re: Ring Subsidy and Comm Introductions

Got it. Thanks.

Sent from my iPhone

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**Date:** 11/9/18 2:44 PM (GMT-08:00)  
**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Cc:** Stacey Cooke <[stacey.cooke@ring.com](mailto:stacey.cooke@ring.com)>, Morgan Culbertson <[morgan.culbertson@ring.com](mailto:morgan.culbertson@ring.com)>, Brett Gardner <[BLGardner@ocsd.org](mailto:BLGardner@ocsd.org)>  
**Subject:** Re: Ring Subsidy and Comm Introductions

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David Doyle, City Manager - Aliso Viejo, California  
Phone: [REDACTED]

Regards, Ray

--

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Vice President of Neighborhood Sales

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Stacey Cooke - National Events Manager

Phone: [REDACTED]

email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: [REDACTED]

email: on copy

Regards, Ray

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**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, November 13, 2018 3:19 PM  
**To:** 'HongDao Nguyen'  
**Subject:** RE: Ring agreement

Awesome. Thanks. Will do.

-Chad

**From:** HongDao Nguyen [mailto:Hongdao.Nguyen@bbklaw.com]  
**Sent:** Tuesday, November 13, 2018 3:16 PM  
**To:** Kajfasz, Chad M  
**Cc:** Scott Smith  
**Subject:** Ring agreement

Hi Chad,

Here's the Ring MOU that you asked about. As a note, we're not tee-ing this agreement up for Council yet. We're only looking at the reimbursement angle right now. Thanks, and let me know if you need anything else. Thanks.

HongDao Nguyen  
Associate  
Best Best & Krieger LLP  
[hongdao.nguyen@bbklaw.com](mailto:hongdao.nguyen@bbklaw.com)  
T: (949) 263-2614 C: [REDACTED]  
[www.bbklaw.com](http://www.bbklaw.com)

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## Kajfasz, Chad M

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**From:** Kajfasz, Chad M  
**Sent:** Wednesday, November 21, 2018 9:45 AM  
**To:** David Doyle  
**Subject:** Ring  
**Attachments:** Ring - Aliso Viejo MOU-c2 (nsims comments 11-21-18).docx

Please see the attachment with redline from County Counsel.

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561





October 12, 2018

### Ring wants to help reduce crime and increase safety in Aliso Viejo, California

Ring is excited to propose a solution to Aliso Viejo Police Department (AVPD) to help reduce crime and assist with investigations in your community.

#### Program Description

This program will provide AVPD access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPD may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPD and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

#### Responsibilities

##### Ring

- Make the Ring App available to Aliso Viejo residents free of charge.
- Donate Ring cameras to AVPD or an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of ten (10) Ring cameras.
- Make the Ring Neighborhoods portal available to AVPD, free of charge, including support and training for AVPD employees.
- Work with AVPD to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPD. AVPD will have the sole discretion to determine what information will be provided to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a

formal subsidy program.

#### AVPD

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- ~~Choose how the free Ring cameras should be distributed. There are two options:~~
  - ~~Cameras will be donated directly to AVPD. AVPD will in turn distribute these cameras to the community as part of its outreach programs.~~
  - Ring will directly distribute these cameras to the local community, with input from AVPD.
- Maintain appropriate access controls for AVPD personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPD incidents/call logs available to Ring as determined by AVPD, on a mutually agreed-upon basis.
- Have the option, but not obligation, to participate in a subsidized camera program.

Commented [SN1]: What does this mean?

#### Term

AVPD's participation in the program shall commence upon AVPD's acceptance of these program terms. Either party may terminate AVPD's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPD around Fall 2018. The written notice required under this section is to be sent to the following persons:

For AVPD: \_\_\_\_\_ For Ring LLC: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Address: \_\_\_\_\_

#### Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPD without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPD agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring and other than in connection with bona fide AVPD work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

Commented [SN2]: What does this mean? Is there going to be a separate authorization? How will OCSD know what is "expressly authorized"?

#### Compensation

At no point shall either party receive compensation from each other as a result of this program.

#### Confidentiality

Unless otherwise required by law, AVPD shall keep the terms of this program confidential.

Commented [SN3]: Because we're a public entity, we can't agree to confidentiality. This agreement would be public record.

RING LLC Name: \_\_\_\_\_  
Date: \_\_\_\_\_ Title: \_\_\_\_\_  
By: \_\_\_\_\_

Aliso Viejo Police Department  
~~Program Sponsor~~

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## Gardner, Brett L

---

**From:** Gardner, Brett L  
**Sent:** Monday, December 10, 2018 9:30 AM  
**To:** Kajfasz, Chad M  
**Subject:** FW: Ring Subsidy and Comm Introductions  
**Attachments:** Aliso Viejo MOU-c2 (Ana 4Dec18) (1).docx

**From:** Raymond Pollum [mailto:raymond.pollum@ring.com]  
**Sent:** Sunday, December 09, 2018 1:43 PM  
**To:** David Doyle; Gardner, Brett L  
**Subject:** Re: Ring Subsidy and Comm Introductions

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Thank you. Looking forward to working with you.

Ray

--  
Raymond Pollum  
Vice President of Neighborhood Sales

ring

1523 26th St  
Santa Monica, CA 90404

ray@ring.com  
[REDACTED] Mobile

As seen on:  
Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor  
Time Magazine's Top 10 Gadgets  
The Truth About Daytime Burglaries  
TechCrunch Product Review  
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On Fri, Nov 9, 2018 at 11:05 AM Raymond Pollum <raymond.pollum@ring.com> wrote:

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Stacey Cooke - National Events Manager

Phone: [REDACTED]

email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: [REDACTED]

email: on copy

Regards, Ray

--

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Ring Partners With LAPD To Reduce Crime In Wilshire Park



October 12, 2018

### **Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Department (AVPD) to help reduce crime and assist with investigations in your community.

#### **Program Description**

This program will provide AVPD access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPD may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPD and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

#### **Responsibilities**

##### **Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Donate Ring cameras an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of ten (10) Ring cameras.
- Make the Ring Neighborhoods portal available to AVPD, free of charge, including support and training for AVPD employees.
- Work with AVPD to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPD. AVPD will have the sole discretion to determine what information will be provided to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

## AVPD

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
  - Ring will directly distribute these cameras to the local community, with input from AVPD.
- Maintain appropriate access controls for AVPD personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPD incidents/call logs available to Ring as determined by AVPD.
- ~~Have the option, but not obligation, to participate in a subsidized camera program.~~

### Term

AVPD's participation in the program shall commence upon AVPD's acceptance of these program terms. Either party may terminate AVPD's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPD around Fall 2018. The written notice required under this section is to be sent to the following persons:

For AVPD:

Name:  
Address:

For Ring LLC:

Name:  
Address:

### Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPD without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPD agrees not to use the Ring Neighborhoods Police Portal ~~other than as expressly authorized by Ring and~~ other than in connection with bona fide AVPD work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

### Compensation

At no point shall either party receive compensation from each other as a result of this program.

### Confidentiality

The parties acknowledge that AVPD may be subject to certain laws or ordinances which require disclosure of recordings obtained by AVPD to the public and Ring agrees that certain materials may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

~~Unless otherwise required by law, AVPD shall keep the terms of this program confidential.~~

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

RING LLC



Title: \_\_\_\_\_

Aliso Viejo Police Department  
Program Sponsor

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, December 10, 2018 9:34 AM  
**To:** Gardner, Brett L  
**Subject:** RE: Ring Subsidy and Comm Introductions

Copy. Thanks.

**From:** Gardner, Brett L  
**Sent:** Monday, December 10, 2018 9:30 AM  
**To:** Kajfasz, Chad M  
**Subject:** FW: Ring Subsidy and Comm Introductions

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]  
**Sent:** Sunday, December 09, 2018 1:43 PM  
**To:** David Doyle; Gardner, Brett L  
**Subject:** Re: Ring Subsidy and Comm Introductions

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Phone: [REDACTED]

email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: [REDACTED]

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## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, December 10, 2018 11:02 AM  
**To:** 'David Doyle'  
**Subject:** RE: Ring Subsidy and Comm Introductions

Got it. Thanks.

**From:** David Doyle [mailto:[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)]  
**Sent:** Monday, December 10, 2018 10:59 AM  
**To:** Kajfasz, Chad M  
**Subject:** FW: Ring Subsidy and Comm Introductions

**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>  
**Sent:** Sunday, December 09, 2018 1:43 PM  
**To:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>; Brett Gardner <[BLGardner@ocsd.org](mailto:BLGardner@ocsd.org)>  
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email: On Copy

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Phone: [REDACTED]

email: on copy

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Confidential Communications: This email and any files or attachments transmitted with it may contain privileged or otherwise confidential information. If you are not the intended recipient, or believe that you may have received this communication in error, please advise the sender via reply email and immediately delete the email you received.

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, December 10, 2018 1:39 PM  
**To:** Sims, Nicole [COCO]  
**Subject:** FW: Ring Subsidy and Comm Introductions  
**Attachments:** Aliso Viejo MOU-c2 (Ana 4Dec18) (1).docx

Nicole,

[REDACTED]

Thanks,

-Chad

---

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Mobile



October 12, 2018

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Ring is excited to propose a solution to Aliso Viejo Police Department (AVPD) to help reduce crime and assist with investigations in your community.

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Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

RING LLC

Title: \_\_\_\_\_

Aliso Viejo Police Department  
~~Program Sponsor~~

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



---

**From:** Gardner, Brett L

**Sent:** Wednesday, December 26, 2018 10:00 AM

**To:** Kajfasz, Chad M

**Subject:** FW: Ring Subsidy and Comm Introductions

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]

**Sent:** Wednesday, December 26, 2018 9:49 AM

**To:** David Doyle; Gardner, Brett L

**Subject:** Re: Ring Subsidy and Comm Introductions

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Agency: Aliso Viejo Police Department (OCSD)

MOU Status: Their Legal. We responded with minor changes to their redline submission

Notes: This was separated into two agreements, one for subsidy and one for Portal. Subsidy handed to Stacey internally.

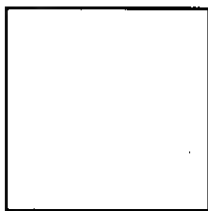
12-26 Update: Awaiting response from AVPD on redline response.

I hope this helps. Let me know if you'd like to schedule a call to discuss further.

Ray - [REDACTED]

Raymond Pollum

Vice President of Neighborhood Sales



1523 26th St

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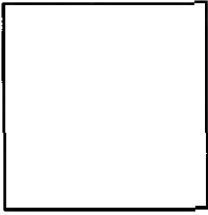
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Ray

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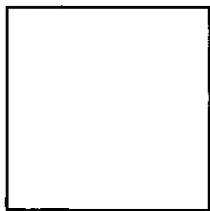
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12-26 Update: Awaiting response from AVPD on redline response.

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Dave, Very nice seeing you this morning and thank you again for the introduction to Sgt. Gardner. I'll follow up with him directly, keeping you on copy.

For the subsidy program, I would like to introduce someone much smarter than I when it comes to working with cities on these programs. Stacey Cooke is our National Events Manager and works directly with cities to insure successful subsidy events. She is the one responsible for the two agreements (Arcadia and Montclair) you mentioned this morning.

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Contact info for both is below. I'll follow up as warranted moving forward. Thank you again for meeting, the introduction to the Sergeant and your interest in our program.

Stacey Cooke - National Events Manager  
Phone: 410-591-8238  
email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: 805-822-9694

email: on copy

Regards, Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

**Gardner, Brett L**

---

**From:** David Doyle <DDoyle@AVCity.org>  
**Sent:** Thursday, May 09, 2019 4:00 PM  
**To:** Dave Harrington; Tiffany Ackley; Mike Munzing; William Phillips; Ross Chun  
**Cc:** Kajfasz, Chad M; Gardner, Brett L  
**Subject:** FW: Aliso Viejo Police Services joins Neighbors by Ring

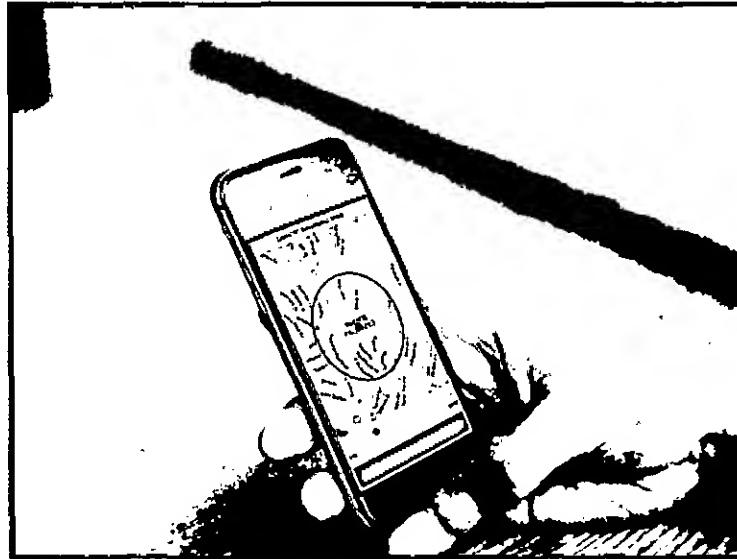
FYI

This morning Ring was onsite and provided training to all OCSD investigators on the Ring portal and how best to engage the public. The training was a HUGE success. In fact, so much so, that the Sheriff wants OCSD as a whole to develop a partnership with Ring. Once again, AV leads the way and all others follow. Congrats to the City Council for authorizing this partnership and please get the word out, we still have over 100 camera discount vouchers available for our residents.

**From:** City of Aliso Viejo <kelly@cityofaliso Viejo.ccsend.com> **On Behalf Of** City of Aliso Viejo  
**Sent:** Thursday, May 09, 2019 12:11 PM  
**To:** David Doyle <DDoyle@AVCity.org>  
**Subject:** Aliso Viejo Police Services joins Neighbors by Ring



**ALISO VIEJO eNEWS**



## **Aliso Viejo Police Services joins Neighbors by Ring**

The Orange County Sheriff's Department Aliso Viejo Police Services is joining the free Neighbors app by Ring to provide our community with real-time, local crime and safety information. With millions of users, the Neighbors network has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Aliso Viejo is the first Orange County city the Sheriff's Department contracts with to partner with Ring on the app.

Residents can text AlisoViejoCA to 555888 from their smartphone to download the Neighbors app for free on iOS and Android and use the app to join their neighborhood, share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from their neighbors, local law enforcement and the Ring team.

### **How It Works**

- Text **alisoviejoca to 555888** or click here: [download.ring.com/alisoviejo](https://download.ring.com/alisoviejo) from your smartphone to download the app for free on iOS and Android.
- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.

- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.

For more information, visit [www.ring.com/neighbors](http://www.ring.com/neighbors).

[See our Special Events!](#)



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Follow Us to Stay Connected!



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[Sign up to receive City e-News here.](#)  
Register for emergency alerts through [AlertOC](#) and [Nixle](#).

City of Aliso Viejo, 12 Journey, Suite 100, Aliso Viejo, CA 92656

[SafeUnsubscribe™](#) [ddoyle@cityofaliso Viejo.com](mailto:ddoyle@cityofaliso Viejo.com)

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## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, December 26, 2018 10:13 AM  
**To:** Raymond Pollum (ray@ring.com)  
**Cc:** David Doyle  
**Subject:** RE: Ring Subsidy and Comm Introductions  
**Attachments:** Aliso Viejo Police Services and Ring MOU (nsims edits 12-14-18).docx

Ray,

Please see the attached additional changes requested by County Counsel. It looks like we're almost there. Please call me if you have any questions.

Sincerely,

-Chad

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561



**From:** Gardner, Brett L  
**Sent:** Wednesday, December 26, 2018 10:00 AM  
**To:** Kajfasz, Chad M  
**Subject:** FW: Ring Subsidy and Comm Introductions

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]  
**Sent:** Wednesday, December 26, 2018 9:49 AM  
**To:** David Doyle; Gardner, Brett L  
**Subject:** Re: Ring Subsidy and Comm Introductions

Sergeant Gardner, Hope the holidays are going well. It's been awhile since we connected so I thought it might be good to reach out to sync up. The following is a status report from our system, followed by some notes I put together. After you review it, let's plan a quick call to catch up and put together a plan on how to advance the MOU and get Aliso Viejo PD on portal.

Agency: Aliso Viejo Police Department (OCSD)

MOU Status: Their Legal. We responded with minor changes to their redline submission

Notes: This was separated into two agreements, one for subsidy and one for Portal. Subsidy handed to Stacey internally.

12-26 Update: Awaiting response from AVPD on redline response.

I hope this helps. Let me know if you'd like to schedule a call to discuss further.

Ray - [REDACTED] --

Raymond Pollum  
Vice President of Neighborhood Sales

ring

1523 26th St  
Santa Monica, CA 90404

ray@ring.com  
[REDACTED] Mobile

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The Truth About Daytime Burglaries

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Mr. Doyle and Sgt. Gardner, Attached please find a working copy of the MOU we discussed. I think you'll be pleased with the limited number of modifications made to your redline. Let me know if this will work for you.

Also, if this is good, feel free to accept the changes, sign and return. Otherwise, again if it's good to go, just let me know and I'll accept the changes and present you with a signed copy for your countersign.

If there are any additional questions or concerns, please let me know and we can address them. We are running about a 3 to 4 week onboarding timeline right now, but expect that to increase after the new year.

Thank you. Looking forward to working with you.

Ray

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Vice President of Neighborhood Sales



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Contact info for both is below. I'll follow up as warranted moving forward. Thank you again for meeting, the introduction to the Sergeant and your interest in our program.

Stacey Cooke - National Events Manager

Phone: [REDACTED]

email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: [REDACTED]

email: on copy

Regards, Ray

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Raymond Pollum  
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ring

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Ring Partners With LAPD To Reduce Crime In Wilshire Park



October 12, 2018

### **Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police ~~Services~~Department (AVPSD) to help reduce crime and assist with investigations in your community.

#### **Program Description**

This program will provide AVPSD access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPSD may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPSD and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

#### **Responsibilities**

##### **Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Donate Ring cameras to an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of ten (10) Ring cameras.
- Make the Ring Neighborhoods portal available to AVPSD, free of charge, including support and training for AVPSD employees.
- Work with AVPSD to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPSD. AVPSD will have the sole discretion to determine what information will be provided to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

## AVPD

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
  - Ring will directly distribute these cameras to the local community, with input from AVPSD.
- Maintain appropriate access controls for AVPSD personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPSD incidents/call logs available to Ring as determined by AVPSD.
- ~~Have the option, but not obligation, to participate in a subsidized camera program.~~

### Term

AVPSD's participation in the program shall commence upon AVPSD's acceptance of these program terms. Either party may terminate AVPSD's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPSD around Fall 2018. The written notice required under this section is to be sent to the following persons:

For AVPSD:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

### Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPSD without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPSD agrees not to use the Ring Neighborhoods Police Portal ~~other than as expressly authorized by Ring and other than in~~ connection with bona fide AVPSD work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

### Compensation

At no point shall either party receive compensation from each other as a result of this program.

### Confidentiality

The parties acknowledge that AVPSD may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPSD to the public and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

~~Unless otherwise required by law, AVPD shall keep the terms of this program confidential.~~

RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Aliso Viejo Police ServicesDepartment  
~~Program Sponsor~~

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_



**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, January 17, 2019 2:44 PM  
**To:** 'Sims, Nicole'  
**Subject:** RE: Ring Subsidy and Comm Introductions

Thanks Nicole.

-Chad

---

**From:** Sims, Nicole [mailto:Nicole.Sims@coco.ocgov.com]  
**Sent:** Thursday, January 17, 2019 12:25 PM  
**To:** Kajfasz, Chad M  
**Subject:** RE: Ring Subsidy and Comm Introductions

Hi Lt.,

 Thanks.

Nicole

Nicole A. Sims, Supervising Deputy County Counsel  
Office of the County Counsel, County of Orange  
P.O. Box 1379  
Santa Ana, CA 92702  
Phone: (714) 834-3319  
Fax: (714) 834-2359

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---

**From:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Sent:** Monday, January 14, 2019 12:46 PM  
**To:** Sims, Nicole <Nicole.Sims@coco.ocgov.com>  
**Subject:** FW: Ring Subsidy and Comm Introductions

Nicole,

  
Thanks,

-Chad

---

**From:** Raymond Pollum [mailto:raymond.pollum@ring.com]  
**Sent:** Tuesday, January 08, 2019 5:05 PM  
**To:** Kajfasz, Chad M

**Cc:** Raymond Pollum ([ray@ring.com](mailto:ray@ring.com)); David Doyle  
**Subject:** Re: Ring Subsidy and Comm Introductions

Lieutenant Kajfasz, I apologize for the delay in getting this back to you.

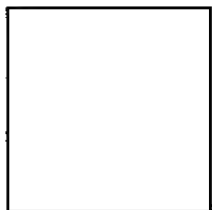
Attached please find a redline version of the MOU with comments and a clean version for signature. There were a couple of minor clarifications, but I believe you'll find these acceptable.

Once returned, I'll work with you to get an expedited onboarding to make up for the delay.

If you have any questions or concerns please let me know.

Ray [REDACTED]

Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED] Mobile

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Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Wed, Dec 26, 2018 at 10:12 AM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

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Sincerely,

**Kajfasz, Chad M**

---

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**Sent:** Monday, January 14, 2019 12:46 PM  
**To:** Sims, Nicole [COCO]  
**Subject:** FW: Ring Subsidy and Comm Introductions  
**Attachments:** Aliso Viejo Police Services\_Ring MOU (Ring Comments\_07Jan2019).docx; Aliso Viejo Police Services\_Ring MOU\_Clean Version\_07Jan2019.docx

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[REDACTED]

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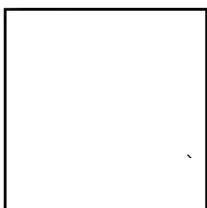
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Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



From: Gardner, Brett L

Sent: Wednesday, December 26, 2018 10:00 AM

**To:** Kajfasz, Chad M

**Subject:** FW: Ring Subsidy and Comm Introductions

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]

**Sent:** Wednesday, December 26, 2018 9:49 AM

**To:** David Doyle; Gardner, Brett L

**Subject:** Re: Ring Subsidy and Comm Introductions

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Notes: This was separated into two agreements, one for subsidy and one for Portal. Subsidy handed to Stacey internally.

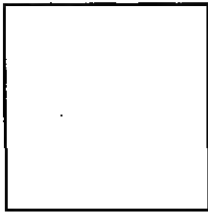
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Raymond Pollum

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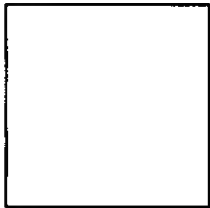
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October 12, 2018

### Ring wants to help reduce crime and increase safety in Aliso Viejo, California

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

#### Program Description

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
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  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
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## AVPD

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
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- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program

Commented [ST1]: Ring wants to clarify that the subsidized program is completely optional.

## Term

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS around Fall 2018 upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

### For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

### For Ring LLC:

Name: Legal  
Address: 1523 26<sup>th</sup> Street  
Santa Monica, CA 90404

Formatted: Superscript

## Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

## Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

Commented [ST2]: There may be times where Ring will need to provide guidance on how to use the portal or app; for example, alerting users that in order to function properly, the user will need to update the app/portal or that a certain version of the app/portal is only compatible with a certain version of the OS.

## Compensation

At no point shall either party receive compensation from each other as a result of this program.

## Confidentiality

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_



## **Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

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  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

### **Responsibilities**

#### **Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Donate Ring cameras to an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of ten (10) Ring cameras.
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

#### **AVPD**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
  - Ring will directly distribute these cameras to the local community, with input from AVPS.
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

#### **Term**

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name: Legal  
Address: 1523 26<sup>th</sup> Street  
Santa Monica, CA 90404

#### **Press Release**

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### **Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### **Compensation**

At no point shall either party receive compensation from each other as a result of this program.

#### **Confidentiality**

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

RING LLC

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, January 25, 2019 1:51 PM  
**To:** 'Raymond Pollum'  
**Subject:** RE: San Clemente Intro

Ray,

I would prefer to wait until we are up and running if that's alright.

Thanks,

-Chad

**From:** Raymond Pollum [mailto:raymond.pollum@ring.com]  
**Sent:** Friday, January 25, 2019 9:13 AM  
**To:** Kajfasz, Chad M  
**Subject:** San Clemente Intro

Chief Kajfasz, This maybe premature, but I'm hoping you can help me with an introduction to Chief Peters in San Clemente. I live in SC and there seems to be a pretty serious increase in petty crime (mailbox, package theft) and the more serious vehicle and residential burglary incidents in the past few weeks/months. I receive notifications almost daily of these incidents.

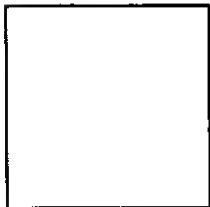
Anyway, I can reach out cold and I will, but thought a introduction by a colleague might help get me an audience quicker. If you'd rather wait until AV is up and running on Portal I completely understand.

Thank you for the consideration.

Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, January 25, 2019 2:48 PM  
**To:** Raymond Pollum  
**Subject:** Re: San Clemente Intro

Thanks. 🐼

Sent from my iPhone

On Jan 25, 2019, at 1:57 PM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Yes of course. No worries. And good incentive for me too :) Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales

ring

1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED] Mobile

As seen on:

[Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor](#)  
[Time Magazine's Top 10 Gadgets](#)  
[The Truth About Daytime Burglaries](#)  
[TechCrunch Product Review](#)  
[ABC's Shark Tank \(password: \[REDACTED\]\)](#)  
[Ring Partners With LAPD To Reduce Crime In Wilshire Park](#)

On Fri, Jan 25, 2019 at 1:51 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

I would prefer to wait until we are up and running if that's alright.

Thanks,



-Chad

**From:** Raymond Pllum [mailto:[raymond.pllum@ring.com](mailto:raymond.pllum@ring.com)]

**Sent:** Friday, January 25, 2019 9:13 AM

**To:** Kajfasz, Chad M

**Subject:** San Clemente Intro

Chief Kajfasz, This maybe premature, but I'm hoping you can help me with an introduction to Chief Peters in San Clemente. I live in SC and there seems to be a pretty serious increase in petty crime (mailbox, package theft) and the more serious vehicle and residential burglary incidents in the past few weeks/months. I receive notifications almost daily of these incidents.

Anyway, I can reach out cold and I will, but thought a introduction by a colleague might help get me an audience quicker. If you'd rather wait until AV is up and running on Portal I completely understand.

Thank you for the consideration.

Ray

--

Raymond Pllum

Vice President of Neighborhood Sales

<~WRD000.jpg>

1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

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[Time Magazine's Top 10 Gadgets](#)

[The Truth About Daytime Burglaries](#)

[TechCrunch Product Review](#)

[ABC's Shark Tank](#) (password: [REDACTED])

[Ring Partners With LAPD To Reduce Crime In Wilshire Park](#)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, January 28, 2019 10:52 AM  
**To:** 'Raymond Pollum'  
**Subject:** AVPS Ring Agreement  
**Attachments:** Ring Camera Agreement Scanned Copy Signed.pdf

Ray,

Please see the attached copy of the AVPS Ring Agreement. Let me know if there's anything else you need on my end.

Thanks,

-Chad

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561





### **Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

#### **Program Description**

*This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.*

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
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  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

#### **Responsibilities**

##### **Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Donate Ring cameras to an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of ten (10) Ring cameras.
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- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

## AVPS

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
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- Have the option, but not the obligation, to participate in a subsidized camera program.

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Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

### For Ring LLC:

Name: Legal  
Address: 1523 26<sup>th</sup> Street  
Santa Monica, CA 90404

## Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

## Privacy and Terms of Use

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## Compensation

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## Confidentiality

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

RING LLC

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: 01/28/19

By: 

Name: CHAD KAFAS2

Title: LIEUTENANT - CHIEF OF POLICE SERVICES

**Gardner, Brett L**

---

**From:** Gardner, Brett L  
**Sent:** Monday, February 04, 2019 1:13 PM  
**To:** Key, Tristan J; Muniz, Abel J  
**Cc:** Kajfasz, Chad M; Lee, David P  
**Subject:** Special Project

The City Manager and the Lt. have requested that we have two deputies at the "Ring giveaway event" on Thursday, February 21<sup>st</sup>, from 1700-2000hrs. Ring and the City of Aliso Viejo (along with Police Services – more to follow) have teamed up with Ring to offer a substantial discount on devices at the event which means there will be a ton of product that can be stolen if we aren't around. Please plan on going 10-8 at 1600 hrs that day and being stationed at the event (new "Chipotle" or old Pieology business near the Macaroni Grill). If you have any questions please feel free to ask.

**Brett Gardner #4261**

**Administrative Sergeant**

Orange County Sheriff's Department

Aliso Viejo Police Services

12 Journey Suite 100, Aliso Viejo CA 92656

[blgardner@ocsd.org](mailto:blgardner@ocsd.org)

office 949-425-2564



## Gardner, Brett L

---

**From:** David Doyle <doyoyle@cityofalisoviejo.com>  
**Sent:** Friday, November 09, 2018 3:22 PM  
**To:** Raymond Pollum  
**Cc:** Stacey Cooke; Morgan Culbertson; Gardner, Brett L; Kajfasz, Chad M  
**Subject:** Re: Ring Subsidy and Comm Introductions

Thanks Ray!!! Looking forward to working with you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Date:** 11/9/18 2:44 PM (GMT-08:00)  
**To:** David Doyle <doyoyle@cityofalisoviejo.com>  
**Cc:** Stacey Cooke <stacey.cooke@ring.com>, Morgan Culbertson <morgan.culbertson@ring.com>, Brett Gardner <BLGardner@ocsd.org>  
**Subject:** Re: Ring Subsidy and Comm Introductions

David, My sincere apologies. When I sent the email this morning, I heard back from another Dave (who pointed out I used the wrong email address).

Below is what I sent and for Stacey and Morgan's information, I'm including your contact information with this corrected email.

David Doyle, City Manager - Aliso Viejo, California  
Phone: [REDACTED]

Regards, Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park





1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED]

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The Truth About Daytime Burglaries  
TechCrunch Product Review  
ABC's Shark Tank (password: [REDACTED])  
Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Fri, Nov 9, 2018 at 11:05 AM Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Dave, Very nice seeing you this morning and thank you again for the introduction to Sgt. Gardner. I'll follow up with him directly, keeping you on copy.

For the subsidy program, I would like to introduce someone much smarter than I when it comes to working with cities on these programs. Stacey Cooke is our National Events Manager and works directly with cities to insure successful subsidy events. She is the one responsible for the two agreements (Arcadia and Montclair) you mentioned this morning.

I also want to take this opportunity to bring Morgan Culbertson into the conversation. As we move toward a launch of the Neighbors Portal with your Police Department, Morgan will help with the messaging to insure maximum participation from the community on this digital neighborhood watch platform.

Contact info for both is below. I'll follow up as warranted moving forward. Thank you again for meeting, the introduction to the Sergeant and your interest in our program.

Stacey Cooke - National Events Manager

Phone: [REDACTED]

email: On Copy

Morgan Culbertson, Public Relations Coordinator

Phone: [REDACTED]

email: on copy

Regards, Ray

--  
Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED]

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Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

Confidential Communications: This email and any files or attachments transmitted with it may contain privileged or otherwise confidential information. If you are not the intended recipient, or believe that you may have received this communication in error, please advise the sender via reply email and immediately delete the email you received.

--

Stacey Cooke  
National Events Marketing Manager



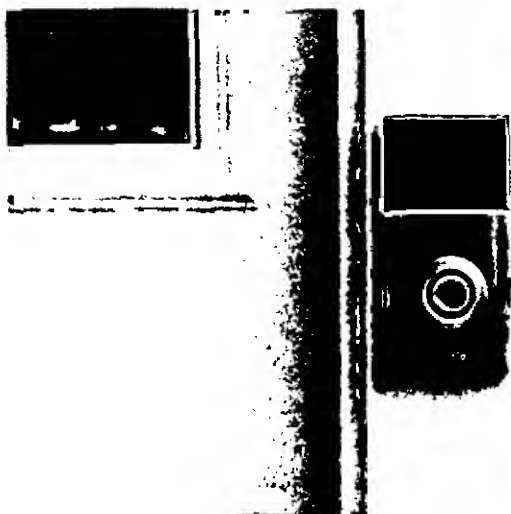
1523 26th St  
Santa Monica, CA 90404

[Stacey.Cooke@ring.com](mailto:Stacey.Cooke@ring.com)  
[REDACTED]

<https://stacey-cooke.youcanbook.me/>

<https://abc7.com/community-events/lynwood-residents-offered-discounted-ring-security-devices/4527874/>

FOR ALISO VIEJO HOMEOWNERS\*



**\$100 OFF**

**ring**

SECURITY DEVICES



## ALISO VIEJO

The City of Aliso Viejo is partnering with Ring to fund \$100 discounts for eligible Aliso Viejo Homeowners interested in purchasing select home Ring security devices. Discount will be applied upon check out at the event.

For more information, visit  
[cityofaliso Viejo.com](http://cityofaliso Viejo.com) and [ring.com](http://ring.com)

**Thursday, February 21**  
**5:30-7:30pm**

Future Home of  **CHIPOTLE**  
MEXICAN GRILL

**26661 Aliso Creek Rd., Aliso Viejo**



VIDEO DOORBELL 2  
VIDEO DOORBELL PRO  
SPOTLIGHT CAM SOLAR  
SPOTLIGHT CAM BATTERY



SPOTLIGHT CAM WIRED  
FLOODLIGHT CAM  
RING ALARM SECURITY KIT  
(5-PIECE)



These devices help protect your home and let you watch over what's important from your mobile phone. The Ring team will be on-site to answer questions and sell devices (only credit card payments will be accepted).

**\*Eligibility:**

- Must be an Aliso Viejo Homeowner.
- Must provide a valid California ID and a copy of a recent utility bill to verify homeowner residency.
- Discounts are limited to one per household on a first-come, first-serve basis.

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, March 12, 2019 3:28 PM  
**To:** Sims, Nicole [COCO]  
**Subject:** FW: AVPS Ring Agreement  
**Attachments:** Aliso Viejo Police Services\_Ring MOU (Ring Edits\_13Feb2019).docx; Aliso Viejo Police Services\_Ring MOU (Clean Version\_13Feb2019).pdf

Nicole,

[REDACTED]

Thanks again for all of your help.

Sincerely,

-Chad

**From:** Raymond Pollum [mailto:raymond.pollum@ring.com]  
**Sent:** Tuesday, February 19, 2019 10:23 AM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Cc:** David Doyle <ddoyle@cityofalisoviejo.com>  
**Subject:** Re: AVPS Ring Agreement

Lt. Kajfasz, As follow up to my voice mail, please accept my apology for the delay in processing the MOU between your agency and Ring. The attached MOU for signature includes a modification I want to explain.

As a backdrop, Ring retained an outside firm toward the end of last year to assist with the processing of MOU's from agencies wanting access to Neighbors Portal. The firm raised a concern with how the camera donation program is described and implemented. The issue is not yet resolved and they are presently working on alternate language or possibly removing that language completely for any new agency joining the program.

For those who have already signed (or in the process of signing an existing agreement) including Aliso Viejo, outside counsel suggested that we move forward with the initial camera donation (with the caveat they not be used for agency personnel use), but that we strike the ongoing program (app download for additional cameras). The attached MOU reflects that change with all other terms and conditions untouched.

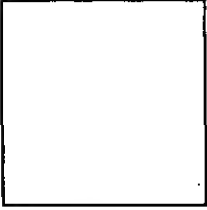
If this is acceptable to you, please sign and return and we'll get you scheduled for onboarding. If you want to wait for Ring legal to permanently address the issue of how or if to continue the ongoing donation program, I can place this on hold and circle back when we have more information or guidance on how to proceed.

Please feel free to contact me at 949-690-6979 if I can answer any questions.

Thank you. Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

ray@ring.com

Mobile

As seen on:

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Time Magazine's Top 10 Gadgets

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TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Mon, Jan 28, 2019 at 10:52 AM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

Please see the attached copy of the AVPS Ring Agreement. Let me know if there's anything else you need on my end.

Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561





## Ring wants to help reduce crime and increase safety in Aliso Viejo, California

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

### Program Description

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
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  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

### Responsibilities

#### Ring

- Make the Ring App available to Aliso Viejo residents free of charge.
- ~~Donate Ring cameras to an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of~~ donate ten (10) Ring cameras AVPS.
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- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

## AVPD

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- ~~Collaborate with Ring will to directly distribute these cameras to the local community, with input from AVPS; provided that, recipients of these cameras may not be current employees of AVPS or immediate family members of current employees of AVPS.~~
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

Formatted

## Term

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### For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

### For Ring LLC:

Name:  
Address:

## Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

## Privacy and Terms of Use

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RING LLC



Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**Aliso Viejo Police Services**

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_



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- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

#### **AVPD**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of

the platform/app.

- Collaborate with Ring to directly distribute these cameras to the local community,; provided that, recipients of these cameras may not be current employees of AVPS or immediate family members of current employees of AVPS.
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

#### **Term**

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

#### **Press Release**

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### **Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### **Compensation**

At no point shall either party receive compensation from each other as a result of this program.

#### **Confidentiality**

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, March 12, 2019 5:39 PM  
**To:** Sims, Nicole [COCO]  
**Subject:** Re: AVPS Ring Agreement

[REDACTED]

Thanks for getting back to me so quickly.

-Chad

Sent from my iPhone

On Mar 12, 2019, at 3:46 PM, Sims, Nicole <[Nicole.Sims@coco.ocgov.com](mailto:Nicole.Sims@coco.ocgov.com)> wrote:

[REDACTED]

Nicole A. Sims, Supervising Deputy County Counsel  
Office of the County Counsel, County of Orange  
P.O. Box 1379  
Santa Ana, CA 92702  
Phone: (714) 834-3319  
Fax: (714) 834-2359

The information contained in this electronic mail transmission is confidential and intended to be sent to the stated recipient of the transmission. It may therefore be protected from unauthorized use or dissemination by the attorney-client and/or attorney work-product privileges. If you are not the intended recipient or the intended recipient's agent, you are hereby notified that any review, use, dissemination, distribution or copying of this communication is strictly prohibited. You are also asked to notify us immediately by telephone and to delete this transmission with any attachments and destroy all copies in any form.

---

**From:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Sent:** Tuesday, March 12, 2019 3:28 PM  
**To:** Sims, Nicole <[Nicole.Sims@coco.ocgov.com](mailto:Nicole.Sims@coco.ocgov.com)>  
**Subject:** FW: AVPS Ring Agreement

Nicole,

[REDACTED]

Thanks again for all of your help.

Sincerely,

-Chad

**From:** Raymond Pollum [mailto:raymond.pollum@ring.com]  
**Sent:** Tuesday, February 19, 2019 10:23 AM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Cc:** David Doyle <didoyle@cityofalisoviejo.com>  
**Subject:** Re: AVPS Ring Agreement

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Please feel free to contact me at [REDACTED] if I can answer any questions.

Thank you. Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales

<image002.jpg>

1523 26th St  
Santa Monica, CA 90404

ray@ring.com

[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

<image003.jpg>

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Ray,

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Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561

<image004.png>

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---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, March 13, 2019 1:55 PM  
**To:** 'Sims, Nicole'  
**Subject:** RE: AVPS Ring Agreement

Thanks for your help. You are awesome!!

-Chad

---

**From:** Sims, Nicole [mailto:Nicole.Sims@coco.ocgov.com]  
**Sent:** Wednesday, March 13, 2019 1:53 PM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** RE: AVPS Ring Agreement

Lt.,

[REDACTED]

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Office of the County Counsel, County of Orange  
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Phone: (714) 834-3319  
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Thank you. Ray

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Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED] Mobile

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Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, March 13, 2019 2:04 PM  
**To:** 'Raymond Pollum'  
**Subject:** RE: AVPS Ring Agreement  
**Attachments:** Aliso Viejo Police Services\_Ring MOU (Ring Edits\_13Feb2019)(nsims edits 3-13-19).docx

Ray,

Please see the changes outlined by County Counsel. If these are good to go then let me know. Thanks again for your help getting this going.

-Chad

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**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
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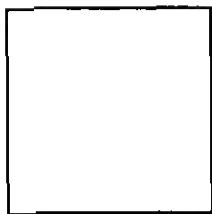
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Please feel free to contact me at [REDACTED] if I can answer any questions.

Thank you. Ray

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Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

ray@ring.com

Mobile

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Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



### **Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

#### **Program Description**

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPS may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

#### **Responsibilities**

##### **Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- ~~Donate Ring cameras to an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of donate ten (10) Ring cameras AVPS.~~
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

#### **AVPDAVPS**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- ~~Collaborate with Ring will to directly distribute these cameras to the local community, with input from AVPS, provided that recipients of these cameras may not be current employees of AVPS or immediate family members of current employees of AVPS.~~
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

Formatted

#### **Term**

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

#### **Press Release**

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### **Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### **Compensation**

At no point shall either party receive compensation from each other as a result of this program.

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RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**Aliso Viejo Police Services**

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, March 18, 2019 1:29 PM  
**To:** Raymond Pollum  
**Subject:** RE: AVPS Ring Agreement

Sounds great. Thanks Ray.

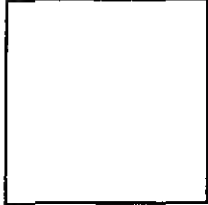
-Chad

**From:** Raymond Pollum [mailto:raymond.pollum@ring.com]  
**Sent:** Monday, March 18, 2019 1:27 PM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** Re: AVPS Ring Agreement

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--

Raymond Pollum  
Vice President of Neighborhood Sales



1523 26th St  
Santa Monica, CA 90404

ray@ring.com  
[Redacted] Mobile

As seen on:  
[Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor](#)  
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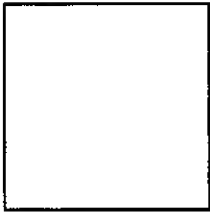
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Thank you. Ray

--

Raymond Pollum

Vice President of Neighborhood Sales



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Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

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Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, March 22, 2019 11:19 AM  
**To:** 'Raymond Pollum'  
**Subject:** RE: AVPS Ring Agreement  
**Attachments:** Ring AVPS MOU Final Signed Copy.pdf

Ray,

Here you go. I will be out of the office at training all next week. I will reach out to you the first week of April to set up training and also to set up a meeting with the new Chief of San Clemente.

Thanks again for everything.

Sincerely,

Chad

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561

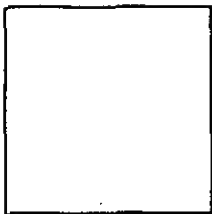


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Lieutenant Kajfasz, Signed MOU attached. Please sign and return and we'll get you scheduled for training. Ray

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1523 26th St  
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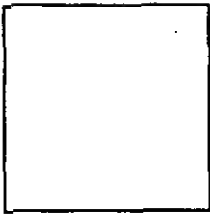
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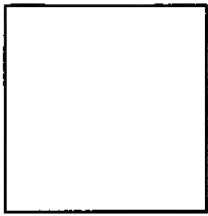
If this is acceptable to you, please sign and return and we'll get you scheduled for onboarding. If you want to wait for Ring legal to permanently address the issue of how or if to continue the ongoing donation program, I can place this on hold and circle back when we have more information or guidance on how to proceed.

Please feel free to contact me at [REDACTED] if I can answer any questions.

Thank you. Ray

Raymond Pollum

Vice President of Neighborhood Sales



1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Mon, Jan 28, 2019 at 10:52 AM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

Please see the attached copy of the AVPS Ring Agreement. Let me know if there's anything else you need on my end.



Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561





**Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

**Program Description**

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPS may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

**Responsibilities**

**Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

**AVPS**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police

portal.

- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

#### Term

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

#### Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### Compensation

At no point shall either party receive compensation from each other as a result of this program.

#### Confidentiality

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

RING LLC

3/18/2019

Date: \_\_\_\_\_

By:  \_\_\_\_\_  
369F1A1F19C3476...

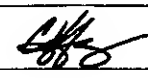
August Cziment

Name: \_\_\_\_\_

Title: \_\_\_\_\_  
Director of Operations

Aliso Viejo Police Services

Date: 3/22/19

By:  \_\_\_\_\_

Name: CHAD KAJFASZ

Title: LIEUTENANT

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, March 22, 2019 2:58 PM  
**To:** Raymond Pollum  
**Subject:** Re: AVPS Ring Agreement

FYI..my partners from around the department are starting to ask how we got started with it.

Sent from my iPhone

On Mar 22, 2019, at 11:44 AM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Thanks Lt. Kajfasz, Looking forward to hearing from you when you get back. I'll make sure we're ready for the training at that time. Ray

--

Raymond Pollum  
Head of Law Enforcement Partnerships

ring

1523 26th St  
Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)  
[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor  
Time Magazine's Top 10 Gadgets  
The Truth About Daytime Burglaries  
TechCrunch Product Review  
ABC's Shark Tank (password: [REDACTED])  
Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Fri, Mar 22, 2019 at 11:19 AM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

Here you go. I will be out of the office at training all next week. I will reach out to you the first week of April to set up training and also to set up a meeting with the new Chief of San Clemente.

Thanks again for everything.

Sincerely,

Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561

<image001.png>

**From:** Raymond Pollum [mailto:[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)]

**Sent:** Wednesday, March 20, 2019 5:34 PM

**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>

**Subject:** Re: AVPS Ring Agreement

Lieutenant Kajfasz, Signed MOU attached. Please sign and return and we'll get you scheduled for training. Ray

--

Raymond Pollum

Head of Law Enforcement Partnerships

<image002.jpg>

1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

<image005.jpg>

On Mon, Mar 18, 2019 at 1:28 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Sounds great. Thanks Ray.

-Chad

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]

**Sent:** Monday, March 18, 2019 1:27 PM

**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>

**Subject:** Re: AVPS Ring Agreement

Good Afternoon Lt. Kajfasz, Ring legal approved the changes this morning. I'll have them sign a clean copy and send that to you for counter signature. I hope to have it to you before

close of business today. Looking forward to working with you. Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

<image002.jpg>

1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

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The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

<image004.jpg>

On Wed, Mar 13, 2019 at 2:04 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

Please see the changes outlined by County Counsel. If these are good to go then let me know. Thanks again for your help getting this going.

-Chad

**From:** Raymond Pollum [mailto:[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)]  
**Sent:** Tuesday, February 19, 2019 10:23 AM  
**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Cc:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Subject:** Re: AVPS Ring Agreement

Lt. Kajfasz, As follow up to my voice mail, please accept my apology for the delay in processing the MOU between your agency and Ring. The attached MOU for signature includes a modification I want to explain.

As a backdrop, Ring retained an outside firm toward the end of last year to assist with the processing of MOU's from agencies wanting access to Neighbors Portal. The firm raised a concern with how the camera donation program is described and implemented. The issue is not yet resolved and they are presently working on alternate language or possibly removing that language completely for any new agency joining the program.

For those who have already signed (or in the process of signing an existing agreement) including Aliso Viejo, outside counsel suggested that we move forward with the initial camera donation (with the caveat they not be used for agency personnel use), but that we strike the ongoing program (app download for additional cameras). The attached MOU reflects that change with all other terms and conditions untouched.

If this is acceptable to you, please sign and return and we'll get you scheduled for onboarding. If you want to wait for Ring legal to permanently address the issue of how or if to continue the ongoing donation program, I can place this on hold and circle back when we have more information or guidance on how to proceed.

Please feel free to contact me at [REDACTED] if I can answer any questions.



Thank you. Ray

Raymond Pollum

Vice President of Neighborhood Sales

<image002.jpg>

1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

[REDACTED] Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: [REDACTED])

Ring Partners With LAPD To Reduce Crime In Wilshire Park

<image004.jpg>

On Mon, Jan 28, 2019 at 10:52 AM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

Please see the attached copy of the AVPS Ring Agreement. Let me know if there's anything else you need on my end.

Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561

<image001.png>

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, April 03, 2019 9:43 AM  
**To:** Andrea Han  
**Subject:** RE: AVPD Logo?

Andrea,

Please call me on my cell @ [REDACTED]

Thanks,

-Chad

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561



**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]  
**Sent:** Tuesday, April 02, 2019 5:23 PM  
**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Cc:** Tresha Bautista <[tresha.bautista@ring.com](mailto:tresha.bautista@ring.com)>  
**Subject:** AVPD Logo?

Hi Lt. Kajfasz,

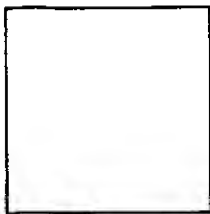
In preparation for the In-Person Onboarding my operations team is creating marketing material that is customized for AVPD. Usually we add the agency's logo to these printed postcards/fliers. Is this the correct logo?

If not, could you please send a link or attachment of the correct one?

--

Thanks,

Andrea Han  
Partner Success Manager



Cell: [REDACTED]

Orlando Police to use Ring doorbell security systems to fight crime

New Technology-Based Security System Replacing Neighborhood Crime Watch

*View more agency success stories under "Share" in the new **Neighbors Portal Resource Center***

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, April 03, 2019 11:16 AM  
**To:** 'Andrea Han'  
**Subject:** RE: Portal Press Release Examples

I just saw your cell at the bottom. Disregard my last question.

**From:** Andrea Han [mailto:andrea@ring.com]  
**Sent:** Wednesday, April 03, 2019 11:12 AM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** Portal Press Release Examples

Hi Lt. Kajfasz,

Great speaking to you just now. As a follow up here's the examples of the press releases and social media announcements.

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

Click here to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

On Wed, Apr 3, 2019 at 12:43 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Andrea,

Please call me on my cell @ [REDACTED]

Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Tuesday, April 02, 2019 5:23 PM

**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>

**Cc:** Tresha Bautista <[tresha.bautista@ring.com](mailto:tresha.bautista@ring.com)>

**Subject:** AVPD Logo?

Hi Lt. Kajfasz,

In preparation for the In-Person Onboarding my operations team is creating marketing material that is customized for AVPD. Usually we add the agency's logo to these printed postcards/fliers. Is this the correct logo?

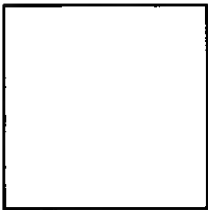
If not, could you please send a link or attachment of the correct one?

--

Thanks,

Andrea Han

Partner Success Manager



Cell: [REDACTED]

Orlando Police to use Ring doorbell security systems to fight crime

New Technology-Based Security System Replacing Neighborhood Crime Watch

*View more agency success stories under "Share" in the new Neighbors Portal Resource Center*

--

Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



### **Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

#### **Program Description**

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPS may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

#### **Responsibilities**

##### **Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

##### **AVPS**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police



portal.

- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

#### Term

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

#### Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### Compensation

At no point shall either party receive compensation from each other as a result of this program.

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RING LLC

3/18/2019

Date: \_\_\_\_\_

By: \_\_\_\_\_  
358F1A1F19C347B...

August Cziment

Name: \_\_\_\_\_

Director of operations

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: 3/22/19

By: \_\_\_\_\_

Name: CHAD KAJFASZ

Title: LIEUTENANT

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, April 03, 2019 11:34 AM  
**To:** Jaimee Blashaw (JBlashaw@ocsd.org)  
**Subject:** FW: Portal Press Release Examples  
**Attachments:** Ring MOU Scanned Copy.pdf

Jaimee,

Here's the RING.com information I told you about. The MOU has already been reviewed and vetted by Nicole Simms at County Counsel. I told the Ring rep that we couldn't use any OCSO branding to promote their company (and this venture) but I wanted to see what you thought about it. Please take a look at what they sent me below and let me know what you think.

Thanks,

-Chad

**From:** Andrea Han [mailto:andrea@ring.com]  
**Sent:** Wednesday, April 03, 2019 11:12 AM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** Portal Press Release Examples

Hi Lt. Kajfasz,

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**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. *(not case sensitive)*

On Wed, Apr 3, 2019 at 12:43 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Andrea,

Please call me on my cell @ [REDACTED]

Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Tuesday, April 02, 2019 5:23 PM

**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>

Cc: Tresha Bautista <tresha.bautista@ring.com>

Subject: AVPD Logo?

Hi Lt. Kajfasz,

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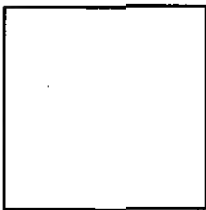
If not, could you please send a link or attachment of the correct one?

--

Thanks,

Andrea Han

Partner Success Manager



Orlando Police to use Ring doorbell security systems to fight crime

New Technology-Based Security System Replacing Neighborhood Crime Watch

*View more agency success stories under "Share" in the new Neighbors Portal Resource Center*

--

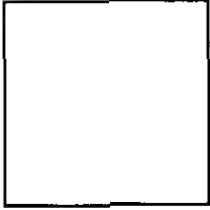
Thanks,

Andrea Han

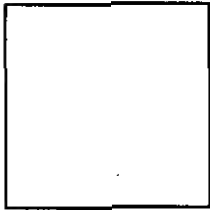
Partner Success Manager

c: [REDACTED]

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

See our agency success stories

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, April 24, 2019 6:26 PM  
**To:** andrea.han@ring.com  
**Subject:** Accepted: Updated invitation: Ring/AVPD Onboarding Prep @ Thu Apr 25, 2019 2pm - 3pm (PDT) (cmkajfasz@ocsd.org)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, April 04, 2019 3:55 PM  
**To:** andrea.han@ring.com  
**Subject:** Accepted: Invitation: Portal Onboarding (Detectives/Investigations) @ Wed Apr 10, 2019 10am - 11am (CDT) (cmkajfasz@ocsd.org)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, April 25, 2019 9:09 AM  
**To:** andrea.han@ring.com  
**Subject:** Re: Updated invitation with note: Ring/AVPD Onboarding Prep @ Thu Apr 25, 2019 2pm - 3pm (PDT) (cmkajfasz@ocsd.org)

Will do. Thanks.

Sent from my iPhone

> On Apr 25, 2019, at 8:26 AM, "andrea.han@ring.com" <andrea.han@ring.com> wrote:

>

> This event has been changed with this note:

> "Hi Lt. Kajfasz, Looking forward to our meeting today. Please click the link below at the time of our meeting. This will take you to the webinar. If your computer does not have a mic, please also simultaneously dial the phone # below to hear me for the audio portion. Join Zoom Meeting <https://ring.zoom.us/j/5017361002> One tap mobile

501 736 1002 " # US (San Jose) Dial by your location +1 501 736 1002 US (San Jose) Meeting ID: 501 736 1002 "

> more details

»<[https://www.google.com/calendar/event?action=VIEW&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTEyYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos\\_Angeles&hl=en&es=0](https://www.google.com/calendar/event?action=VIEW&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTEyYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos_Angeles&hl=en&es=0)>

> Ring/AVPD Onboarding Prep

> When

>

> Thu Apr 25, 2019 2pm – 3pm Pacific Time - Los Angeles

>

> Where

>

> Changed: <https://ring.zoom.us/j/5017361002>

(map<[https://www.google.com/url?q=https%3A%2F%2Fring.zoom.us%2Fj%2F5017361002&sa=D&usd=2&usg=AFQjCNGU\\_5EBfMhR9r3SlbVVAPidkCxvcQ](https://www.google.com/url?q=https%3A%2F%2Fring.zoom.us%2Fj%2F5017361002&sa=D&usd=2&usg=AFQjCNGU_5EBfMhR9r3SlbVVAPidkCxvcQ)>)

>

> Calendar

>

> cmkajfasz@ocsd.org

>

> Who

>

> •

>

> andrea.han@ring.com - organizer

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> cmkajfasz@ocsd.org

>

> •



>

> a.kang@ring.com

>

>

> Changed: Hi Lt. Kajfasz,

>

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>

> Join Zoom Meeting

>

<https://ring.zoom.us/j/5017361002><[https://www.google.com/url?q=https%3A%2F%2Fring.zoom.us%2Fj%2F5017361002&sa=D&usd=2&usg=AFQjCNGU\\_5EBfMhR9r3SibVVAPidkCxvcQ](https://www.google.com/url?q=https%3A%2F%2Fring.zoom.us%2Fj%2F5017361002&sa=D&usd=2&usg=AFQjCNGU_5EBfMhR9r3SibVVAPidkCxvcQ)>

>

> One tap mobile

> [REDACTED] # US (San Jose)

>

> Dial by your location

> [REDACTED] US (San Jose)

>

> Meeting ID: 501 736 1002

>

> Going (cmkajfasz@ocsd.org)?

Yes<[https://www.google.com/calendar/event?action=RESPOND&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&rst=1&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos\\_Angeles&hl=en&es=0](https://www.google.com/calendar/event?action=RESPOND&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&rst=1&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos_Angeles&hl=en&es=0)> -

Maybe<[https://www.google.com/calendar/event?action=RESPOND&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&rst=3&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos\\_Angeles&hl=en&es=0](https://www.google.com/calendar/event?action=RESPOND&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&rst=3&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos_Angeles&hl=en&es=0)> -

No<[https://www.google.com/calendar/event?action=RESPOND&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&rst=2&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos\\_Angeles&hl=en&es=0](https://www.google.com/calendar/event?action=RESPOND&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&rst=2&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos_Angeles&hl=en&es=0)> more options

»<[https://www.google.com/calendar/event?action=VIEW&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos\\_Angeles&hl=en&es=0](https://www.google.com/calendar/event?action=VIEW&eid=bjBIYWI3NzczOTAxdmRydXA2cTc5ZWdxY2MgY21rYWpmYXN6QG9jc2Qub3Jn&tok=MTkjYW5kcmVhLmhhbkByaW5nLmNvbTFhNDc0OWMzNTk3YmJhOGRmMjU4NTExYjRmZWJjM2UyODE3NmQ3Nzg&ctz=America%2FLos_Angeles&hl=en&es=0)>

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> Invitation from Google Calendar<<https://www.google.com/calendar/>>

>

> You are receiving this courtesy email at the account cmkajfasz@ocsd.org because you are an attendee of this event.

>

> To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

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> Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More<<https://support.google.com/calendar/answer/37135#forwarding>>.

>

> <invite.ics>

> <meeting.ics>

## Kajfasz, Chad M

---

**From:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>  
**Sent:** Thursday, April 25, 2019 10:11 AM  
**To:** Braun, Carrie L  
**Cc:** Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Angela Kang  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

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On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun  
Public Information Manager  
Orange County Sheriff's Department, CA  
Cell: [REDACTED]  
Work: 714-647-7042  
Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

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First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
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The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Andrea

--

Thanks,

Andrea Han

Partner Success Manager  




1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, April 25, 2019 7:10 PM  
**To:** Andrea Han  
**Subject:** Re: Aliso Viejo PD (CA) Onboarding Details

Thanks Andrea. I'll get back to you tomorrow with the correct time. The contact info for everyone may take me a couple more days.

-Chad

Sent from my iPhone

On Apr 25, 2019, at 7:02 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Lt. Kajfasz,

Thanks for the call earlier. As a recap, below are the details for next week's Onboarding.

### **1. Portal Onboarding (Detectives/Investigations)**

a) Confirmed Date: Thursday 5/9 at *either 9am or 10am*

### **2. Portal Requirements**

**a) Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it back our way before the scheduled onboarding. Please note that accounts will NOT be provisioned until after the onboarding and that we will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

Otherwise, looking forward to next Thursday!

On Thu, Apr 4, 2019 at 6:10 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:  
Hi Lt. Kajfasz,

Thank you all for connecting with me earlier! *I've listed a few details and action items below:*

*I've sent a separate, follow-up email with PR materials to Carrie so we can get started on the public announcement components ahead of the Onboarding as well.*

### **1. Onboarding 1 (Detectives/Investigations)**

a) Confirmed Date: Wednesday 4/10

### **2. Portal Requirements**

**a) Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it

back our way before the scheduled onboarding. Please note that accounts will NOT be provisioned until after the onboarding and that we will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

**b) Browser Compatibility** - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed.

Otherwise, looking forward to next Wednesday!

--

Thanks,

Andrea Han

Partner Success Manager  


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[www.ring.com](http://www.ring.com)



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--

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---

**From:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>  
**Sent:** Thursday, April 25, 2019 7:18 PM  
**To:** Braun, Carrie L  
**Cc:** Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Angela Kang  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

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Carrie Braun  
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Orange County Sheriff's Department, CA  
Cell: [REDACTED]  
Work: 714-647-7042  
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--

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Andrea Han

Partner Success Manager

c: [REDACTED]



**Kajfasz, Chad M**

---

**From:** Braun, Carrie L  
**Sent:** Friday, April 26, 2019 9:19 AM  
**To:** Andrea Han  
**Cc:** Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Angela Kang  
**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Good morning Andrea,  
I'd be happy to talk with you today. I'm available from 2-4 p.m.  
Thank you,

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

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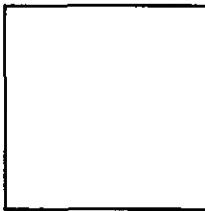
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Thanks,

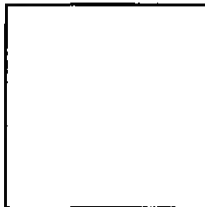
Andrea Han

Partner Success Manager  


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Join the new neighborhood watch.

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Thanks,

Andrea Han

Partner Success Manager  


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## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, April 26, 2019 12:15 PM  
**To:** Andrea Han  
**Subject:** Re: Aliso Viejo PD (CA) Onboarding Details

Thanks Andrea. I'll prob do it later today or early next week. Have a great weekend.

-Chad

Sent from my iPhone

On Apr 26, 2019, at 12:08 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Lt.,

Happy Friday! In preparation for the Onboarding, please create an account for Portal today or early next week. You should've received an email from [no-reply@ring.com](mailto:no-reply@ring.com) by now with subject line "You've been invited to join Ring Neighbors Portal". Please check your spam folder if you don't see it. Follow the steps below to begin using Portal but please **don't post, comment or video request until the day of the Onboarding.**

### Create an Account

*\*Please use Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from [no-reply@ring.com](mailto:no-reply@ring.com)
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

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Sounds good, thanks!

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On Thu, Apr 4, 2019 at 6:10 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:  
Hi Lt. Kajfasz,

Thank you all for connecting with me earlier! *I've listed a few details and action items below:*

*I've sent a separate, follow-up email with PR materials to Carrie so we can get started on the public announcement components ahead of the Onboarding as well.*

## 1. Onboarding 1 (Detectives/Investigations)

a) Confirmed Date: Wednesday 4/10

## 2. Portal Requirements

**a) Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it back our way before the scheduled onboarding. Please note that accounts will NOT be provisioned until after the onboarding and that we will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

**b) Browser Compatibility** - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed.

Otherwise, looking forward to next Wednesday!

--

Thanks,

Andrea Han

Partner Success Manager  


## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Friday, April 26, 2019 1:50 PM  
**To:** Andrea Han  
**Subject:** RE: Aliso Viejo PD (CA) Onboarding Details

Let's make it for 9am.

**From:** Andrea Han [mailto:andrea@ring.com]  
**Sent:** Friday, April 26, 2019 12:28 PM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Cc:** Angela Kang <a.kang@ring.com>  
**Subject:** Re: Aliso Viejo PD (CA) Onboarding Details

Sounds good, thanks! Also, were you able to confirm whether the Onboarding will be at 9am or 10am on May 9?

On Fri, Apr 26, 2019 at 12:14 PM Kajfasz, Chad M <CMKajfasz@ocsd.org> wrote:

Thanks Andrea. I'll prob do it later today or early next week. Have a great weekend.

-Chad

Sent from my iPhone

On Apr 26, 2019, at 12:08 PM, Andrea Han <andrea@ring.com> wrote:

Hi Lt.,

Happy Friday! In preparation for the Onboarding, please create an account for Portal today or early next week. You should've received an email from [no-reply@ring.com](mailto:no-reply@ring.com) by now with subject line "You've been invited to join Ring Neighbors Portal". Please check your spam folder if you don't see it. Follow the steps below to begin using Portal but please **don't post, comment or video request until the day of the Onboarding.**

### Create an Account

*\*Please use Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from [no-reply@ring.com](mailto:no-reply@ring.com)
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

On Thu, Apr 25, 2019 at 7:18 PM Andrea Han <andrea@ring.com> wrote:

Sounds good, thanks!

On Thu, Apr 25, 2019 at 7:10 PM Kajfasz, Chad M <CMKajfasz@ocsd.org> wrote:

Thanks Andrea. I'll get back to you tomorrow with the correct time. The contact info for everyone may take me a couple more days.

-Chad

Sent from my iPhone

On Apr 25, 2019, at 7:02 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Lt. Kajfasz,

Thanks for the call earlier. As a recap, below are the details for next week's Onboarding.

### **1. Portal Onboarding (Detectives/Investigations)**

a) Confirmed Date: Thursday 5/9 at *either 9am or 10am*

### **2. Portal Requirements**

**a) Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it back our way before the scheduled onboarding. Please note that accounts will NOT be provisioned until after the onboarding and that we will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

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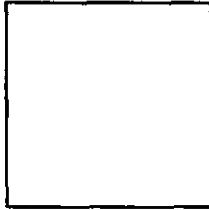
--

Thanks,

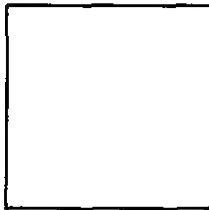
Andrea Han

Partner Success Manager  


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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

See our agency success stories

--

Thanks,

Andrea Han

Partner Success Manager  


---

## Kajfasz, Chad M

---

**From:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>  
**Sent:** Friday, April 26, 2019 9:35 AM  
**To:** Braun, Carrie L  
**Cc:** Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Angela Kang  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Carrie,

In advance of today's call, would you be able to find out how feasible it'd be for AVPD to post the media material below on AVPD's social outlets?

On Fri, Apr 26, 2019 at 9:32 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Great, I'll give you a call at 2:30pm to your cell phone number listed in your signature. Thanks!

On Fri, Apr 26, 2019 at 9:19 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Good morning Andrea,

I'd be happy to talk with you today. I'm available from 2-4 p.m.

Thank you,

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [<mailto:andrea@ring.com>]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,



After speaking with Lt. Kajfasz, it sounds like it's best to discuss with you in more details about the next steps with AVPD's social media/press announcements. Are you available for a quick call tomorrow?

On Thu, Apr 25, 2019 at 10:11 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Quick update--Lt. Kajfasz just informed me that he has to reschedule the Onboarding date. As a reminder, the press release should go out on the same day as the Onboarding so the public announcement will no longer be on 4/10. Once Lt. Kajfasz confirms the new date, I'll follow up on this thread and update you accordingly. As a heads up, the same PR process below will apply, just with a different date.

On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun

Public Information Manager

Orange County Sheriff's Department, CA

Cell: [REDACTED]

Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
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The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Andrea

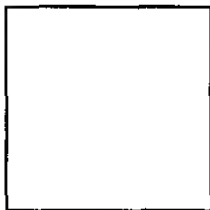
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Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



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**Kajfasz, Chad M**

---

**From:** Andrea Han <andrea@ring.com>  
**Sent:** Friday, April 26, 2019 2:33 PM  
**To:** Braun, Carrie L  
**Cc:** Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Angela Kang  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

We just tried dialing you but it went to voicemail. Are you still available? If so, could you please give me a call at the # in my signature?

On Fri, Apr 26, 2019 at 10:49 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Absolutely.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

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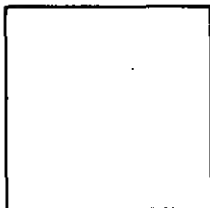
Best,  
Andrea

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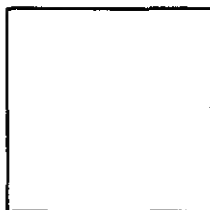
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Andrea Han

Partner Success Manager  
c: [REDACTED]



1523 26th St.  
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[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

--  
Thanks,



## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, May 07, 2019 3:38 PM  
**To:** Puckett, Jeffrey T  
**Subject:** Fwd: California Sheriff's Follow Up

Sir,

Can you please let the Sheriff know that we are already working with Ring.com? He forwarded the below email to Jaimee.

Thanks boss.

Respectfully,

-Chad

Sent from my iPhone

Begin forwarded message:

**From:** "Blashaw, Jaimee L" <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>  
**Date:** May 7, 2019 at 1:27:54 PM PDT  
**To:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** FW: California Sheriff's Follow Up

Hi!

FYI

He's interested in this. I told him it sounded like a great idea and I'd look into to it for the department. Thought maybe you or your captain might want to share that you're already on your way to doing this in AV?

J

Jaimee Blashaw  
Public Affairs Manager  
Orange County Sheriff's Department  
W: 714-647-1848  
C: [REDACTED]





**From:** Barnes, Donald D  
**Sent:** Tuesday, May 07, 2019 12:36 PM  
**To:** Blashaw, Jaimee L <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>  
**Subject:** Fwd: California Sheriff's Follow Up

Let me know what you think.

See below.

Sheriff Don Barnes,  
Orange County Sheriff's Office  
(714) 647-1800

Begin forwarded message:

**From:** Ring Events <[events@ring.com](mailto:events@ring.com)>  
**Date:** May 7, 2019 at 10:40:17 AM PDT  
**To:** Ddbarnes <[ddbarnes@ocsd.org](mailto:ddbarnes@ocsd.org)>  
**Subject:** California Sheriff's Follow Up  
**Reply-To:** [events@ring.com](mailto:events@ring.com)

We enjoyed our time with you and your colleagues at the CSSA last week. The booth was a little busy, but hopefully you were able to spend some time with us to learn more about how Ring works with LE to keep communities safe.

With millions of Ring cameras across the country and millions of users on the app (identifying criminal activity and often those who commit it), your community is already engaged on this digital neighborhood watch platform.

The LE Portal is your "seat at the table" to access the platform. Portal lets you view and comment on posted video, alert the community of important activity and lets you request video from device owners that may have captured something helpful to an ongoing investigation. This incredibly powerful service is provided to law enforcement free of charge.

For more information please reach out to [events@ring.com](mailto:events@ring.com)

--

Stacey Cooke

Events Manager  
[stacey.cooke@ring.com](mailto:stacey.cooke@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

<https://abc7.com/community-events/lynwood-residents-offered-discounted-ring-security-devices/4527874/>

## Musico, Veronica S

---

**From:** Puckett, Jeffrey T  
**Sent:** Tuesday, May 07, 2019 3:41 PM  
**To:** Kajfasz, Chad M  
**Cc:** Sawyer, David E  
**Subject:** Re: California Sheriff's Follow Up

Pal, I think YOU should let him know. He should hear about this from the expert. Please give him a phone call and let me know how it goes.

On May 7, 2019, at 3:38 PM, Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

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Jaimee Blashaw  
Public Affairs Manager  
Orange County Sheriff's Department  
W: 714-647-1848  
C: [REDACTED]

<image006.jpg> <image007.jpg><image008.png> <image009.png>

<image010.jpg>

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For more information please reach out to [events@ring.com](mailto:events@ring.com)

--

Stacey Cooke

Events Manager  
[stacey.cooke@ring.com](mailto:stacey.cooke@ring.com)  


---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

<https://abc7.com/community-events/lynwood-residents-offered-discounted-ring-security-devices/4527874/>



**Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

**Program Description**

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPS may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

**Responsibilities**

**Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

**AVPS**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police

portal.

- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

**Term**

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

**Press Release**

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

**Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

**Compensation**

At no point shall either party receive compensation from each other as a result of this program.

**Confidentiality**

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

RING LLC

Aliso Viejo Police Services

3/18/2019

Date: \_\_\_\_\_

Date: 3/22/19

By: \_\_\_\_\_  
Digitally signed by

By: [Signature]

368F1A1F18C347B...  
August Cziment

Name: CHAD KAJFASZ

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Director of Operations

Title: LIEUTENANT

Title: \_\_\_\_\_

Title: \_\_\_\_\_



## Neighbors Portal Reference Sheet

### Quick Start

*\*For an optimal experience, please access the Neighbors Portal using Firefox or Chrome.*

### First time logging in:

1. Check your inbox for an email from Ring Team
2. Click **Join Portal**
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

### Returning users:

1. Using either Firefox or Google Chrome, go to <https://nw.ring.com/>
2. Enter your login credentials

### Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
  1. Sign in → click the blue profile icon in the upper right corner → My Profile
  2. Click **Select Alert Zone**
  3. Choose an Alert Zone
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

### Questions?

For technical support and/or feedback, contact your Partner Success Manager **Andrea Han** at [andrea@ring.com](mailto:andrea@ring.com) or **949.735.3157**.

### Special Offers for Law Enforcement

1. Download the Neighbors App for free by texting **alisoviejoca** to 555888 or visit <https://download.ring.com/alisoviejo>
2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: **NBALISO** and be sure to check out using your department email address (example@ocsd.org).

\*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic.

# Neighbors Portal Training Guide

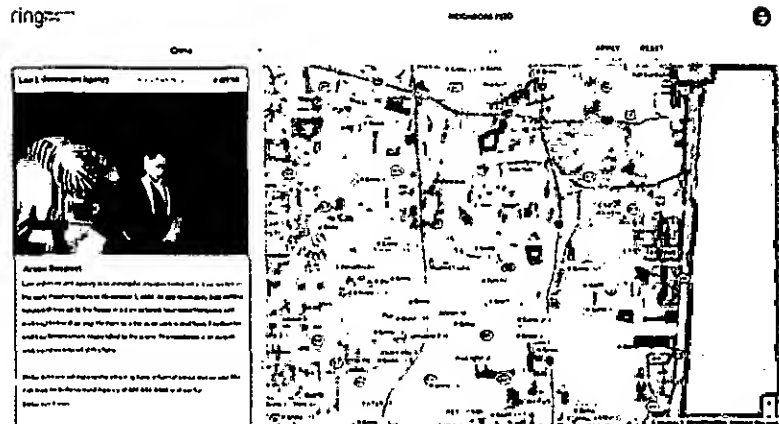
## Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet

### Notes:



## Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

### Notes:

Crime Analyst Aliperti · 3d  
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst +  
Reply

Public Information · 3d  
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.  
Reply

Public Information · 2d  
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.  
Reply

Neighbor 24 · 2d  
Thanks for the great work!  
Reply

## Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

### Notes:

Law Enforcement Agency

11/18/2019 11:00 AM

● crime

### Vehicle break-ins

In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Peartree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call 410-313-3700. You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments

18

Comment

Share

## Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency

11/18/2019 11:00 AM

● Crime

### Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.

30 Comments

12

Comment

Share

### Notes:

## Request Form

1. Incident Location
  - a. Required to determine area of interest
2. Case #
  - a. Internal reference number
3. Start Date/End Date
  - a. Max 12-hour window
  - b. Up to 45 days in the past
4. Incident Type
  - a. Select Category
5. External Message to Ring Users
  - a. Add a custom message with details and/or contact info
6. Click 'Submit' to see a preview

### Notes:

ring Neighbors Example Law Enforcement Agency

#### Request Videos

The date and time of the incident

Case #

Date and Time

Start date and time

End date and time

Incident type and category

External Message to Ring Users

Provide a custom message with details and/or contact info

☒ Include your video within the email to Ring Users

☒ Send a copy to yourself

PREVIEW

## Camera Map

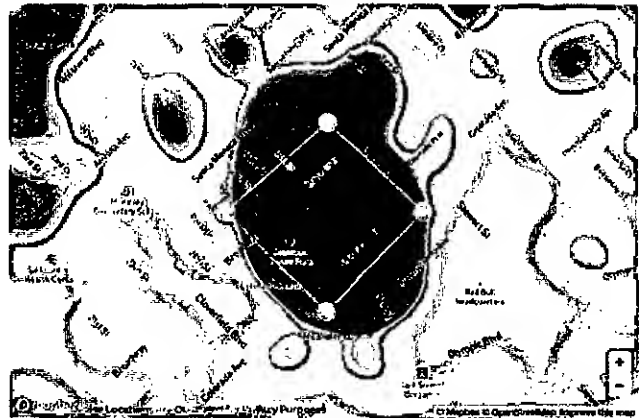
Heat Map of all active Ring cameras in jurisdiction

- Exact locations obscured for privacy

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles

### Notes:



## Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
  - a. Allows user to send selected videos

Click send to confirm Video Request

### Notes:

ring

Dear Neighbor,

Detective Felon Shapiro of the Example Law Enforcement Agency is investigating an incident that occurred near your home and your Ring device may have captured video that can help Detective Shapiro of the Example Law Enforcement Agency is seeking videos recorded between February 16th from 12:00 AM to 12:00 PM

A message from Detective Shapiro:

Reaching out to neighbors to obtain video recordings that may help with my investigation of recent car break ins in Pine Oaks neighborhood. If you have any video recordings within the time frame above, please do share and help us. Contact me at 123-456-7890 or

Share Videos

Review Videos

THANK YOU FOR HELPING

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with Detective Shapiro of the Example Law Enforcement Agency.

Thank you for making your neighborhood a safer place.

Stay safe,  
Ring Team

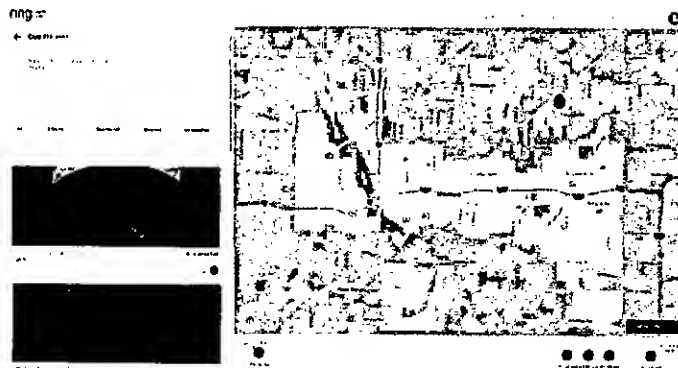
If you have any questions or concerns, please contact Detective Shapiro at Example Law Enforcement Agency or the Ring Video Review Team at [videorequest@ring.com](mailto:videorequest@ring.com)

## Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
3. Videos marked as not important will be archived



### Notes:

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, May 07, 2019 3:50 PM  
**To:** Puckett, Jeffrey T  
**Subject:** Re: California Sheriff's Follow Up

Copy sir. Will do.

Sent from my iPhone

On May 7, 2019, at 3:40 PM, Puckett, Jeffrey T <[jtpuckett@ocsd.org](mailto:jtpuckett@ocsd.org)> wrote:

Pal, I think YOU should let him know. He should hear about this from the expert. Please give him a phone call and let me know how it goes.

On May 7, 2019, at 3:38 PM, Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Sir,

Can you please let the Sheriff know that we are already working with Ring.com? He forwarded the below email to Jaimee.

Thanks boss.

Respectfully,

-Chad

Sent from my iPhone

Begin forwarded message:

**From:** "Blashaw, Jaimee L" <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>  
**Date:** May 7, 2019 at 1:27:54 PM PDT  
**To:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** FW: California Sheriff's Follow Up

Hi!

FYI

He's interested in this. I told him it sounded like a great idea and I'd look into to it for the department. Thought maybe you or your captain might want to share that you're already on your way to doing this in AV?

J

Jaimee Blashaw  
Public Affairs Manager  
Orange County Sheriff's Department  
W: 714-647-1848  
C: [REDACTED]

<image006.jpg> <image007.jpg> <image008.png> <image009.png>

<image010.jpg>

**From:** Barnes, Donald D  
**Sent:** Tuesday, May 07, 2019 12:36 PM  
**To:** Blashaw, Jaimee L <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>  
**Subject:** Fwd: California Sheriff's Follow Up

Let me know what you think.

See below.

Sheriff Don Barnes,  
Orange County Sheriff's Office  
(714) 647-1800

Begin forwarded message:

**From:** Ring Events <[events@ring.com](mailto:events@ring.com)>  
**Date:** May 7, 2019 at 10:40:17 AM PDT  
**To:** Ddbarnes <[ddbarnes@ocsd.org](mailto:ddbarnes@ocsd.org)>  
**Subject:** California Sheriff's Follow Up  
**Reply-To:** [events@ring.com](mailto:events@ring.com)

We enjoyed our time with you and your colleagues at the CSSA last week. The booth was a little busy, but hopefully you were able to spend some time with us to learn more about how Ring works with LE to keep communities safe.

With millions of Ring cameras across the country and millions of users on the app (identifying criminal activity and often those who commit it), your community is already engaged on this digital neighborhood watch platform.

The LE Portal is your "seat at the table" to access the platform. Portal lets you view and comment on posted video, alert the community of important activity and lets you request video from device owners that may have captured something helpful to an ongoing investigation. This incredibly powerful service is provided to law enforcement free of charge.

For more information please reach out to [events@ring.com](mailto:events@ring.com)

--

Stacey Cooke

Events Manager  
[stacey.cooke@ring.com](mailto:stacey.cooke@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

<https://abc7.com/community-events/lynwood-residents-offered-discounted-ring-security-devices/4527874/>



## Kajfasz, Chad M

---

**From:** Braun, Carrie L  
**Sent:** Tuesday, May 07, 2019 4:04 PM  
**To:** Andrea Han  
**Cc:** Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Angela Kang; Blashaw, Jaimee L  
**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Andrea,  
My colleague Jaimee Blashaw will be attending the meeting this Thursday, I have another commitment at 9 and will be there around 9:30.  
We look forward to learning more.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]  
**Sent:** Friday, April 26, 2019 2:33 PM  
**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>  
**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,  
We just tried dialing you but it went to voicemail. Are you still available? If so, could you please give me a call at the # in my signature?

On Fri, Apr 26, 2019 at 10:49 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Absolutely.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Friday, April 26, 2019 9:35 AM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Carrie,

In advance of today's call, would you be able to find out how feasible it'd be for AVPD to post the media material below on AVPD's social outlets?

On Fri, Apr 26, 2019 at 9:32 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Great, I'll give you a call at 2:30pm to your cell phone number listed in your signature. Thanks!

On Fri, Apr 26, 2019 at 9:19 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Good morning Andrea,

I'd be happy to talk with you today. I'm available from 2-4 p.m.

Thank you,

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media

<[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

After speaking with Lt. Kajfasz, it sounds like it's best to discuss with you in more details about the next steps with AVPD's social media/press announcements. Are you available for a quick call tomorrow?

On Thu, Apr 25, 2019 at 10:11 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Quick update--Lt. Kajfasz just informed me that he has to reschedule the Onboarding date. As a reminder, the press release should go out on the same day as the Onboarding so the public announcement will no longer be on 4/10. Once Lt. Kajfasz confirms the new date, I'll follow up on this thread and update you accordingly. As a heads up, the same PR process below will apply, just with a different date.

On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun

Public Information Manager

Orange County Sheriff's Department, CA

Cell: [REDACTED]

Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.

- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

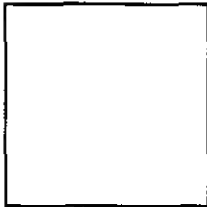
Best,  
Andrea

--

Thanks,

Andrea Han

Partner Success Manager  
c: [REDACTED]



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

## Kajfasz, Chad M

---

**From:** Angela Kang <angela@ring.com>  
**Sent:** Tuesday, May 07, 2019 4:25 PM  
**To:** Braun, Carrie L  
**Cc:** Andrea Han; Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

That is completely fine, thanks for the heads up!

On a separate note, have you received any word from OC Sheriffs Office on whether AVPD has the green light to publish the press release/social media announcement? We would like to get that released on the day of the onboarding so that your users can start utilizing Portal the same day.

Thank you,

**Angela Kang**

Partner Success Manager  
angela@ring.com  
[REDACTED]



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

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Orange County Sheriff's Department

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**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

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Public Information Officer

Orange County Sheriff's Department

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**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

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Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media



<media@ring.com>; Angela Kang <a.kang@ring.com>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

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Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun

Public Information Manager

Orange County Sheriff's Department, CA

Cell: [REDACTED]

Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

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That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
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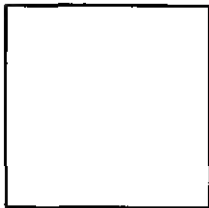
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Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



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## Kajfasz, Chad M

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**Sent:** Tuesday, May 07, 2019 4:43 PM  
**To:** Angela Kang  
**Cc:** Andrea Han; Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L  
**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

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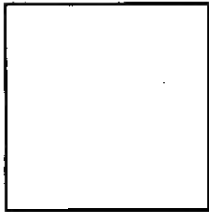
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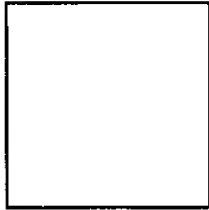
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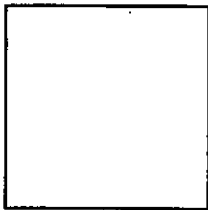
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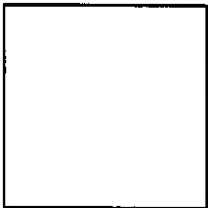
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**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Thank you so much.

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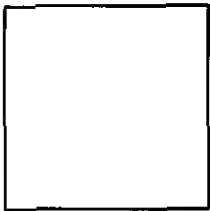
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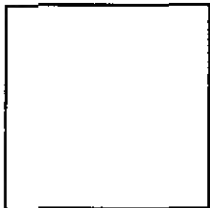
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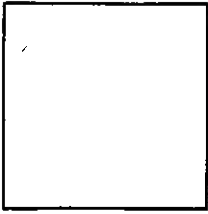
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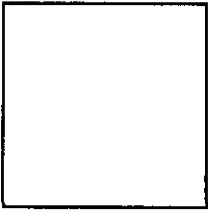
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Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

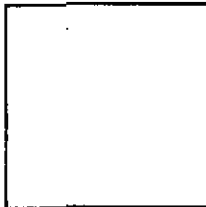
Best,  
Andrea

--

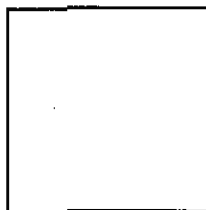
Thanks,

Andrea Han

Partner Success Manager  
c: [REDACTED]



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

Thanks,

## Kajfasz, Chad M

---

**From:** Braun, Carrie L  
**Sent:** Tuesday, May 07, 2019 4:58 PM  
**To:** Angela Kang  
**Cc:** Andrea Han; Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L  
**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Thank you so much.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Angela Kang [mailto:[angela@ring.com](mailto:angela@ring.com)]  
**Sent:** Tuesday, May 07, 2019 4:55 PM  
**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>  
**Cc:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>; Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Blashaw, Jaimee L <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

Of course, please see copied below the email in regards to PR:

-----  
First announcement item to note is the In-App message pushed out by Ring just before your Remote Onboarding as simple a courtesy message so our existing users in the area know that your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the press packet materials below and be sure to coordinate broader announcement plans and draft materials with Morgan in advance and before anything can go out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
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- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/alisoviejo>

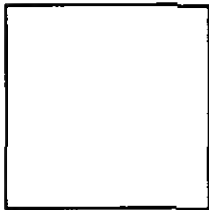
**Simple Text Info:** Or, simply text 'alisoviejoca' to 555888 from your smartphone. *(not case sensitive)*

Thank you,

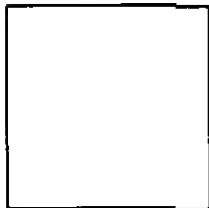
Angela Kang

Partner Success Manager

angela@ring.com  

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Tue, May 7, 2019 at 4:43 PM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Angela,

I was just talking with the PIO for the city of Aliso Viejo. We will be coordinating outreach for Thursday. Would you mind resending me the press release and social media materials? I'm not at my normal computer and don't have access to my folders to send to her.

Thanks in advance,

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

[REDACTED]  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Angela Kang [mailto:[angela@ring.com](mailto:angela@ring.com)]

**Sent:** Tuesday, May 07, 2019 4:25 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>; Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Blashaw, Jaimee L <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

That is completely fine, thanks for the heads up!

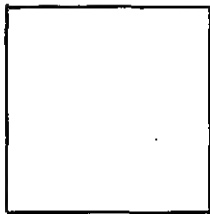
On a separate note, have you received any word from OC Sheriffs Office on whether AVPD has the green light to publish the press release/social media announcement? We would like to get that released on the day of the onboarding so that your users can start utilizing Portal the same day.

Thank you,

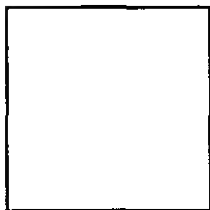
Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  
[REDACTED]

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Tue, May 7, 2019 at 4:04 PM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea,

My colleague Jaimee Blashaw will be attending the meeting this Thursday, I have another commitment at 9 and will be there around 9:30.

We look forward to learning more.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Friday, April 26, 2019 2:33 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

We just tried dialing you but it went to voicemail. Are you still available? If so, could you please give me a call at the # in my signature?

On Fri, Apr 26, 2019 at 10:49 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Absolutely.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Friday, April 26, 2019 9:35 AM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Carrie,

In advance of today's call, would you be able to find out how feasible it'd be for AVPD to post the media material below on AVPD's social outlets?



On Fri, Apr 26, 2019 at 9:32 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Great, I'll give you a call at 2:30pm to your cell phone number listed in your signature. Thanks!

On Fri, Apr 26, 2019 at 9:19 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Good morning Andrea,

I'd be happy to talk with you today. I'm available from 2-4 p.m.

Thank you,

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

After speaking with Lt. Kajfasz, it sounds like it's best to discuss with you in more details about the next steps with AVPD's social media/press announcements. Are you available for a quick call tomorrow?

On Thu, Apr 25, 2019 at 10:11 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Quick update--Lt. Kajfasz just informed me that he has to reschedule the Onboarding date. As a reminder, the press release should go out on the same day as the Onboarding so the public announcement will no longer be on 4/10. Once Lt. Kajfasz confirms the new date, I'll follow up on this thread and update you accordingly. As a heads up, the same PR process below will apply, just with a different date.

On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun

Public Information Manager

Orange County Sheriff's Department, CA

Cell: [REDACTED]

Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

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**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Andrea

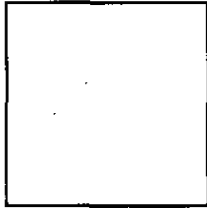
--

Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

See our agency success stories

--

Thanks,

## **Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, May 08, 2019 10:51 AM  
**To:** David Doyle; Kelly Tokarski (KTokarski@cityofalisoviejo.com)  
**Subject:** RE: Sheriff PIO

Dave,

The Ring folks will be there tomorrow and we will coordinate with them before we put anything out.

-Chad

**From:** David Doyle [mailto:DDoyle@AVCity.org]  
**Sent:** Wednesday, May 08, 2019 10:48 AM  
**To:** Kelly Tokarski <ktokarsk@AVCity.org>; Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Cc:** Stephanie Phillips <SPhillips@AVCity.org>  
**Subject:** Re: Sheriff PIO

We should coordinate any public info on this training with Ring. They are sensitive about how this is presented to the public. They want it known that no access to individual cameras rather everyone has ability to share footage with law enforcement.

City Manager  
City of Aliso Viejo  
(949) 425-2513

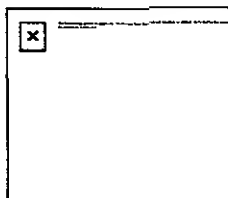
---

**From:** Kelly Tokarski <ktokarsk@avcity.org>  
**Sent:** Tuesday, May 7, 2019 5:25 PM  
**To:** Chad Kajfasz  
**Cc:** David Doyle; Stephanie Phillips  
**Subject:** Sheriff PIO

Good afternoon LT.,

Carrie Braun called me this afternoon to loop me in on the Ring app and asked me to attend the demo this Thursday at 9 am. I can make that meeting. She is going to forward me some information Ring has put together and then she is hoping we can push it out Thursday through the City and Police Services pages. Any information I receive I will forward to you, Dave and Stephanie for approval before it goes out.

**Kelly Tokarski | Public Information Officer**



City of Aliso Viejo  
12 Journey, Suite 100  
Aliso Viejo, CA 92656  
T: 949-395-4448  
F: 949-425-3899  
[cityofalisoviejo.com](http://cityofalisoviejo.com)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
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**From:** David Doyle [mailto:DDoyle@AVCity.org]  
**Sent:** Wednesday, May 08, 2019 10:48 AM  
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**Cc:** Stephanie Phillips <SPhillips@AVCity.org>  
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City of Aliso Viejo  
(949) 425-2513

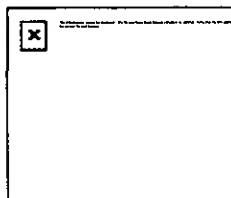
---

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**To:** Chad Kajfasz  
**Cc:** David Doyle; Stephanie Phillips  
**Subject:** Sheriff PIO

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**Kelly Tokarski | Public Information Officer**



City of Aliso Viejo  
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T: 949-395-4448  
F: 949-425-3899  
[cityofalisoviejo.com](http://cityofalisoviejo.com)

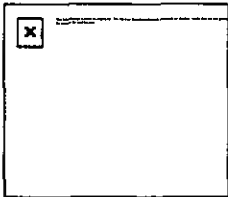
## Kajfasz, Chad M

---

**From:** Kelly Tokarski <ktokarsk@AVCity.org>  
**Sent:** Wednesday, May 08, 2019 11:53 AM  
**To:** Kajfasz, Chad M  
**Cc:** David Doyle; Stephanie Phillips  
**Subject:** Fw: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring  
**Attachments:** 19-05-09 Ring partnership Aliso Viejo.docx

FYI: Here is the latest version of the press release, which Ring drafted.

**Kelly Tokarski | Public Information Officer**



City of Aliso Viejo  
12 Journey, Suite 100  
Aliso Viejo, CA 92656  
T: 949-395-4448  
F: 949-425-3899  
[cityofaliso Viejo.com](http://cityofaliso Viejo.com)

---

**From:** Braun, Carrie L <CBraun@ocsd.org>  
**Sent:** Wednesday, May 8, 2019 11:50 AM  
**To:** Kelly Tokarski; Blashaw, Jaimee L  
**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Thank you! Edits look great and I'll add that AVPS is the first OCSD city to roll out this app. I'll submit to Ring and let you know when we have approval.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

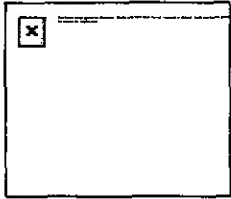
**From:** Kelly Tokarski [mailto:ktokarsk@AVCity.org]  
**Sent:** Wednesday, May 08, 2019 8:44 AM  
**To:** Braun, Carrie L <CBraun@ocsd.org>; Blashaw, Jaimee L <JBlashaw@ocsd.org>  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Good morning ladies,

Please see my suggested edits, and I am wondering if we can put something (see sentence at the end of the first paragraph) stating AV is the first city to roll out the app?

I think it's more appropriate to have Chad's quote incorporated.

**Kelly Tokarski | Public Information Officer**



City of Aliso Viejo  
12 Journey, Suite 100  
Aliso Viejo, CA 92656  
T: 949-395-4448  
F: 949-425-3899  
[cityofaliso Viejo.com](http://cityofaliso Viejo.com)

---

**From:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>  
**Sent:** Tuesday, May 7, 2019 5:26 PM  
**To:** Blashaw, Jaimee L; Kelly Tokarski  
**Subject:** FW: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Jaimee and Kelly,  
Please see below and attached. I edited the provided press release, which we have to send back to Ring for approval prior to distributing.  
Kelly, take a look and let us know if you think there should be a quote from the Mayor in the release as well.  
I'd like to send to Ring for approval by noon tomorrow if possible so we could be ready to distribute after the training on Thursday, along with social media posts on both the City of Aliso Viejo profiles and Aliso Viejo Police Services profiles.  
Thanks in advance,

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Angela Kang [<mailto:angela@ring.com>]  
**Sent:** Tuesday, May 07, 2019 4:55 PM  
**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>  
**Cc:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>; Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Blashaw, Jaimee L <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring



Hi Carrie,

Of course, please see copied below the email in regards to PR:

-----  
First announcement item to note is the In-App message pushed out by Ring just before your Remote Onboarding as simple a courtesy message so our existing users in the area know that your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the press packet materials below and be sure to coordinate broader announcement plans and draft materials with Morgan in advance and before anything can go out to the press or public.**

Click here to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/alisoviejo>

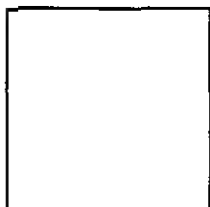
**Simple Text Info:** Or, simply text 'alisoviejoca' to 555888 from your smartphone. (*not case sensitive*)

Thank you,

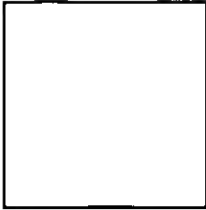
Angela Kang

Partner Success Manager

[angela@ring.com](mailto:angela@ring.com)  

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

Confidential Communications: This email and any files or attachments transmitted with it may contain privileged or otherwise confidential information. If you are not the intended recipient, or believe that you may have received this communication in error, please advise the sender via reply email and immediately delete the email you received.

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## **Aliso Viejo Police Services Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information**

*Neighbors aims to reduce crime in communities by connecting people, security cameras and law enforcement.*

**ALISO VIEJO, CA -- May 5, 2019** – The Orange County Sheriff's Department Aliso Viejo Police Services today announced that it is joining the free Neighbors app by Ring to provide the Aliso Viejo community with real-time, local crime and safety information. With millions of users, the Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe. Aliso Viejo is the first Orange County city the Sheriff's Department contracts with to partner with Ring on the app.

Residents can text '[TEXTCODE]' to 555888 from their smartphone to download the Neighbors app for free on iOS and Android and use the app to: join their neighborhood, share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from their neighbors, local law enforcement and the Ring team.

"The opportunity for more interaction between residents and law enforcement to keep our community safe is always welcomed," said Lt. Chad Kajfasz, Chief of Police Services for the city of Aliso Viejo. "We have a very engaged community-citizens who take their personal safety seriously, and this partnership will enhance and continue that trend."

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have Aliso Viejo Police Services join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years, we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the Aliso Viejo community can stay on top of crime and safety alerts as they happen."

### **How It Works**

- Text '[TEXTCODE]' to 555888 or click here: [CUSTOM LINK] from your smartphone to download the app for free on iOS and Android.
- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.

### **About Neighbors**

Neighbors is a neighborhood watch app that provides real-time, local crime and safety information. Download the free Neighbors app (iOS/Android), join your neighborhood, and use the app to: view neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive

real-time safety alerts from your neighbors, local law enforcement and the Ring team. For more information visit [www.ring.com/neighbors](http://www.ring.com/neighbors).

#### **About Ring**

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities with its suite of home security products and services. The Ring product line, along with the Ring Neighbors app, enable Ring to offer affordable, complete, proactive home and neighborhood security in a way no other company has before. In fact, two Newark, NJ neighborhoods saw an over 50 percent decrease in home break-ins after Ring Video Doorbells and Spotlight Cams were installed on 11% of homes in the communities from April-July 2018 when compared to the same time period in 2017. Ring is an Amazon company. For more information, visit [www.ring.com](http://www.ring.com). With Ring, you're always home.

###

#### **OCSD Media Contact**

Carrie Braun

Public Information Officer, OCSD

M: [REDACTED]

[Cbraun@ocsd.org](mailto:Cbraun@ocsd.org)

#### **Neighbors Media Contact**

Morgan Culbertson

Public Relations Coordinator, Neighbors by Ring

M: [REDACTED]

[Morgan@ring.com](mailto:Morgan@ring.com)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, May 08, 2019 12:17 PM  
**To:** Braun, Carrie L  
**Cc:** Angela Kang; Andrea Han; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L; Kelly Tokarski  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Looks great. Thanks everyone for putting it together. Please let me know if there is anything else you need from me.

Thanks again,

-Chad

Sent from my iPhone

On May 8, 2019, at 11:57 AM, Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Angela and team,

Attached please find the draft of the press release for Ring's approval. The only outstanding piece of information is the code and unique link, I'm hoping you can provide that to complete the release.

We are working with the city PIO Kelly Tokarski (I've also included her on this email) to announce on both AVPS and the city's social media accounts tomorrow.

Please let me know if you need anything further.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

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**Sent:** Tuesday, May 07, 2019 4:25 PM

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**Cc:** Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)>; Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Blashaw, Jaimee L <[JBlashaw@ocsd.org](mailto:JBlashaw@ocsd.org)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

That is completely fine, thanks for the heads up!

On a separate note, have you received any word from OC Sheriffs Office on whether AVPD has the green light to publish the press release/social media announcement? We would like to get that released on the day of the onboarding so that your users can start utilizing Portal the same

day.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  
[REDACTED]

---

<image001.jpg>

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

<image001.jpg>

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Hi Andrea,

My colleague Jaimee Blashaw will be attending the meeting this Thursday, I have another commitment at 9 and will be there around 9:30.

We look forward to learning more.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

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**Sent:** Friday, April 26, 2019 2:33 PM  
**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>  
**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>  
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Absolutely.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

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**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Carrie,

In advance of today's call, would you be able to find out how feasible it'd be for AVPD to post the media material below on AVPD's social outlets?

On Fri, Apr 26, 2019 at 9:32 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Great, I'll give you a call at 2:30pm to your cell phone number listed in your signature.  
Thanks!

On Fri, Apr 26, 2019 at 9:19 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Good morning Andrea,

I'd be happy to talk with you today. I'm available from 2-4 p.m.

Thank you,

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [<mailto:andrea@ring.com>]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme

<[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

After speaking with Lt. Kajfasz, it sounds like it's best to discuss with you in more details about the next steps with AVPD's social media/press announcements. Are you available for a quick call tomorrow?

On Thu, Apr 25, 2019 at 10:11 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:



Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Quick update--Lt. Kajfasz just informed me that he has to reschedule the Onboarding date. As a reminder, the press release should go out on the same day as the Onboarding so the public announcement will no longer be on 4/10. Once Lt. Kajfasz confirms the new date, I'll follow up on this thread and update you accordingly. As a heads up, the same PR process below will apply, just with a different date.

On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun

Public Information Manager

Orange County Sheriff's Department, CA

Cell: [REDACTED]

Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
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- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. *(not case sensitive)*

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Andrea

--

Thanks,

Andrea Han

Partner Success Manager  
c: [REDACTED]

---

<image001.jpg>

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

<image001.jpg>

Download the Neighbors App.  
Join the new neighborhood watch.

[See our agency success stories](#)

--

Thanks,

## Kajfasz, Chad M

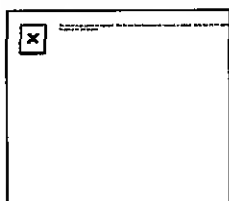
---

**From:** Kelly Tokarski <ktokarsk@AVCity.org>  
**Sent:** Wednesday, May 08, 2019 12:19 PM  
**To:** Angela Kang; Braun, Carrie L  
**Cc:** Andrea Han; Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hello everyone,

Do you have photos we can use for social media tomorrow?

Kelly Tokarski | Public Information Officer



City of Aliso Viejo  
12 Journey, Suite 100  
Aliso Viejo, CA 92656  
T: 949-395-4448  
F: 949-425-3899  
[cityofaliso Viejo.com](http://cityofaliso Viejo.com)

---

**From:** Angela Kang <angela@ring.com>  
**Sent:** Wednesday, May 8, 2019 12:09 PM  
**To:** Braun, Carrie L  
**Cc:** Andrea Han; Chad Kajfasz; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L; Kelly Tokarski  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

Wonderful! Morgan, our PR counterpart, is on this email thread and will advise her feedback for approval on the attached draft asap.

In the meantime, here are the unique link and simpletext codes to complete the release.

Unique Link: [download.ring.com/alisoviejo](https://download.ring.com/alisoviejo)  
Simple Textcode: alisoviejoca

Preview attachment 19-05-09 Ring partnership Aliso Viejo.docx



19-05-09 Ring partnership Aliso Viejo.docx  
19 KB

Thank you,

Angela Kang

Partner Success Manager  
angela@ring.com

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Please let me know if you need anything further.

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Orange County Sheriff's Department  
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Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

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**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

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Thank you,

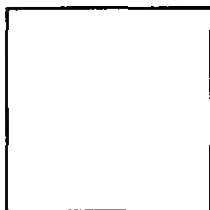
Angela Kang

Partner Success Manager

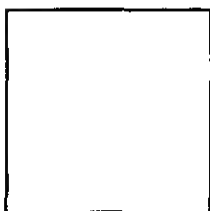
[angela@ring.com](mailto:angela@ring.com)

425-274-5987

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Cell: [REDACTED]

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**Sent:** Friday, April 26, 2019 2:33 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

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Absolutely.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
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Desk: 714-647-7042  
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Carrie Braun  
Public Information Manager  
Orange County Sheriff's Department, CA  
Cell: [REDACTED]  
Work: 714-647-7042  
Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

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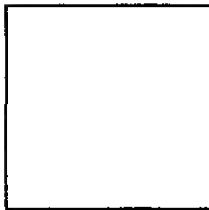
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Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



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**Cc:** David A. Doyle; Stephanie (Brown) Phillips  
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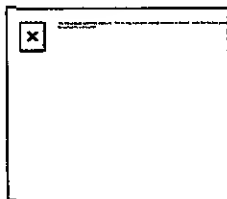
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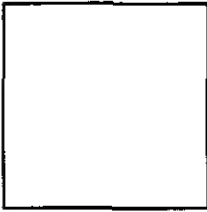
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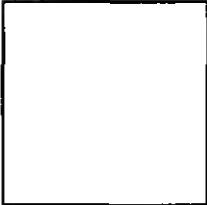
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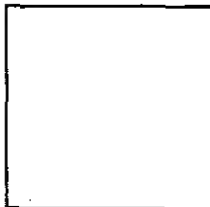
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c: [REDACTED]



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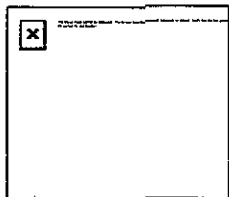
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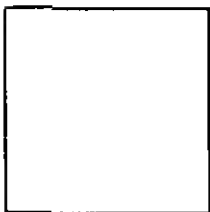
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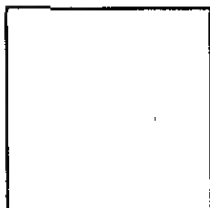
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Best,  
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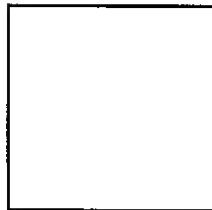
--

Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



1523 26th St.  
Santa Monica, CA 90404  
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**Sent:** Wednesday, May 08, 2019 1:09 PM  
**To:** Kajfasz, Chad M  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Thanks Lieutenant for pushing this through!

Thank you,

**Angela Kang**

Partner Success Manager  
angela@ring.com

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Desk: [REDACTED]

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First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.

- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>  
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That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.  
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**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

That is completely fine, thanks for the heads up!

On a separate note, have you received any word from OC Sheriffs Office on whether AVPD has the green light to publish the press release/social media announcement? We would like to get that released on the day of the onboarding so that your users can start utilizing Portal the same day.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  
[REDACTED]

---

<image001.jpg>

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

<image001.jpg>

[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Tue, May 7, 2019 at 4:04 PM Braun, Carrie L  
<[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea,

My colleague Jaimee Blashaw will be attending the meeting this Thursday, I have another commitment at 9 and will be there around 9:30.

We look forward to learning more.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

[REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [<mailto:andrea@ring.com>]

**Sent:** Friday, April 26, 2019 2:33 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme  
<[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>;

Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins  
Neighbors by Ring

Hi Carrie,

We just tried dialing you but it went to voicemail. Are you still available? If so, could you please give me a call at the # in my signature?

On Fri, Apr 26, 2019 at 10:49 AM Braun, Carrie L  
<[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Absolutely.

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [<mailto:andrea@ring.com>]

**Sent:** Friday, April 26, 2019 9:35 AM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media

<[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins  
Neighbors by Ring

Carrie,

In advance of today's call, would you be able to find out how feasible it'd be for AVPD to post the media material below on AVPD's social outlets?

On Fri, Apr 26, 2019 at 9:32 AM Andrea Han  
<[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Great, I'll give you a call at 2:30pm to your cell  
phone number listed in your signature. Thanks!

On Fri, Apr 26, 2019 at 9:19 AM Braun, Carrie L  
<[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Good morning Andrea,

I'd be happy to talk with you today. I'm available from 2-4 p.m.

Thank you,

Carrie Braun

Public Information Officer

Orange County Sheriff's Department

Cell: [REDACTED]

Desk: 714-647-7042

Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [<mailto:andrea@ring.com>]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-  
Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media  
<[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins  
Neighbors by Ring

Hi Carrie,

After speaking with Lt. Kajfasz, it sounds like it's best to  
discuss with you in more details about the next steps with

AVPD's social media/press announcements. Are you available for a quick call tomorrow?

On Thu, Apr 25, 2019 at 10:11 AM Andrea Han  
<[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han  
<[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Quick update--Lt. Kajfasz just informed me that he has to reschedule the Onboarding date. As a reminder, the press release should go out on the same day as the Onboarding so the public announcement will no longer be on 4/10. Once Lt. Kajfasz confirms the new date, I'll follow up on this thread and update you accordingly. As a heads up, the same PR process below will apply, just with a different date.

On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L  
<[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun

Public Information Manager

Orange County Sheriff's Department, CA

Cell: [REDACTED]

Work: 714-647-7042

Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han  
<[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before**



anything goes out to the press or public.

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:**  
Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download**

**Link:** <http://download.ring.com/neighbor>

**S**

**Simple Text Info:** Or, simply text  
'StaySafe' to 555888 from your  
smartphone. (*not case sensitive*)


That's it for now! Let us know once  
you've had a chance to review and if you  
have any questions in the meantime.

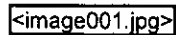
Best,  
Andrea

--

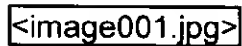
Thanks,

Andrea Han

Partner Success Manager  




1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, May 08, 2019 4:58 PM  
**To:** Puckett, Jeffrey T  
**Subject:** 19-05-09 Ring partnership Aliso Viejo.docx  
**Attachments:** 19-05-09 Ring partnership Aliso Viejo.docx; ATT00001.txt

Sir,

This is the information we will be putting out tomorrow reference Ring.com. Carrie Has already approved it and my city manager has reviewed it and given it his stamp of approval as well.

I just wanted to send you this to keep you in the loop sir.

Thanks for all of the support.

Respectfully,

-Chad

## **Aliso Viejo Police Services Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information**

*Neighbors aims to reduce crime in communities by connecting people, security cameras and law enforcement.*

**ALISO VIEJO, CA -- May 5, 2019** – The Orange County Sheriff's Department Aliso Viejo Police Services is joining the free Neighbors app by Ring to provide the Aliso Viejo community with real-time, local crime and safety information. With millions of users, the Neighbors network has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe. Aliso Viejo is the first Orange County city the Sheriff's Department contracts with to partner with Ring on the app.

Residents can text '[TEXTCODE]' to 555888 from their smartphone to download the Neighbors app for free on iOS and Android and use the app to join their neighborhood, share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from their neighbors, local law enforcement and the Ring team.

"The opportunity for more interaction between residents and law enforcement to keep our community safe is always welcomed," said Lt. Chad Kajfasz, Chief of Police Services for the city of Aliso Viejo. "We have very engaged citizens who take their personal safety seriously, and this partnership will enhance and continue that trend."

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have Aliso Viejo Police Services join Neighbors to keep their community up to date on local crime and safety information. Over the past few years, we have learned that when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the Aliso Viejo community can stay on top of crime and safety alerts as they happen."

### **How It Works**

- Text '[TEXTCODE]' to 555888 or click here: [CUSTOM LINK] from your smartphone to download the app for free on iOS and Android.
- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.

### **About Neighbors**

Neighbors is a neighborhood watch app that provides real-time, local crime and safety information. Download the free Neighbors app (iOS/Android), join your neighborhood, and use the app to: view neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. For more information visit [www.ring.com/neighbors](http://www.ring.com/neighbors).

**About Ring**

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###

**City of Aliso Viejo Media Contact**

Kelly Tokarski

Public Information Officer, City of Aliso Viejo

M: [REDACTED]

[ktokarsk@AVCity.org](mailto:ktokarsk@AVCity.org)

**OCSD Media Contact**

Carrie Braun

Public Information Officer, OCSD

M: [REDACTED]

[Cbraun@ocsd.org](mailto:Cbraun@ocsd.org)

**Neighbors Media Contact**

Morgan Culbertson

Public Relations Coordinator, Neighbors by Ring

[REDACTED]

[Morgan@ring.com](mailto:Morgan@ring.com)

**Musico, Veronica S**

---

**From:** Puckett, Jeffrey T  
**Sent:** Wednesday, May 08, 2019 5:23 PM  
**To:** Sawyer, David E  
**Subject:** Fwd: 19-05-09 Ring partnership Aliso Viejo.docx  
**Attachments:** 19-05-09 Ring partnership Aliso Viejo.docx; ATT00001.htm

FYI

Begin forwarded message:

**From:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Date:** May 8, 2019 at 4:58:04 PM PDT  
**To:** "Puckett, Jeffrey T" <[jtpuckett@ocsd.org](mailto:jtpuckett@ocsd.org)>  
**Subject:** 19-05-09 Ring partnership Aliso Viejo.docx

Sir,

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###

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Kelly Tokarski

Public Information Officer, City of Aliso Viejo

M: [REDACTED]

[ktokarsk@AVCity.org](mailto:ktokarsk@AVCity.org)

**OCSD Media Contact**

Carrie Braun

Public Information Officer, OCSD

M: [REDACTED]

[Cbraun@ocsd.org](mailto:Cbraun@ocsd.org)

**Neighbors Media Contact**

Morgan Culbertson

Public Relations Coordinator, Neighbors by Ring

M: [REDACTED]

[Morgan@ring.com](mailto:Morgan@ring.com)



## **Musico, Veronica S**

---

**From:** Sawyer, David E  
**Sent:** Wednesday, May 08, 2019 5:54 PM  
**To:** Puckett, Jeffrey T  
**Subject:** RE: 19-05-09 Ring partnership Aliso Viejo.docx

Thank you. Great job by Chad!

**From:** Puckett, Jeffrey T <jtpuckett@ocsd.org>  
**Sent:** Wednesday, May 8, 2019 5:23 PM  
**To:** Sawyer, David E <dsawyer@ocsd.org>  
**Subject:** Fwd: 19-05-09 Ring partnership Aliso Viejo.docx

FYI

Begin forwarded message:

**From:** "Kajfasz, Chad M" <CMKajfasz@ocsd.org>  
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**To:** "Puckett, Jeffrey T" <jtpuckett@ocsd.org>  
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Respectfully,

-Chad

**Musico, Veronica S**

---

**From:** Sawyer, David E  
**Sent:** Wednesday, May 08, 2019 5:54 PM  
**To:** Wolf, Leslie@CDCR; David & Leslie Home  
**Subject:** 19-05-09 Ring partnership Aliso Viejo  
**Attachments:** 19-05-09 Ring partnership Aliso Viejo.docx

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Public Information Officer, City of Aliso Viejo

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[ktokarsk@AVCity.org](mailto:ktokarsk@AVCity.org)

**OCSD Media Contact**

Carrie Braun

Public Information Officer, OCSD

M: [REDACTED]

[Cbraun@ocsd.org](mailto:Cbraun@ocsd.org)

**Neighbors Media Contact**

Morgan Culbertson

Public Relations Coordinator, Neighbors by Ring

M: [REDACTED]

[Morgan@ring.com](mailto:Morgan@ring.com)

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, May 09, 2019 5:55 AM  
**To:** Puckett, Jeffrey T  
**Subject:** Re: 19-05-09 Ring partnership Aliso Viejo.docx

Copy sir. Thanks.

Sent from my iPhone

On May 9, 2019, at 5:39 AM, Puckett, Jeffrey T <[jtpuckett@ocsd.org](mailto:jtpuckett@ocsd.org)> wrote:

Begin forwarded message:

**From:** "Sawyer, David E" <[dsawyer@ocsd.org](mailto:dsawyer@ocsd.org)>  
**Date:** May 8, 2019 at 5:53:41 PM PDT  
**To:** "Puckett, Jeffrey T" <[jtpuckett@ocsd.org](mailto:jtpuckett@ocsd.org)>  
**Subject:** RE: 19-05-09 Ring partnership Aliso Viejo.docx

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**From:** Puckett, Jeffrey T <[jtpuckett@ocsd.org](mailto:jtpuckett@ocsd.org)>  
**Sent:** Wednesday, May 8, 2019 5:23 PM  
**To:** Sawyer, David E <[dsawyer@ocsd.org](mailto:dsawyer@ocsd.org)>  
**Subject:** Fwd: 19-05-09 Ring partnership Aliso Viejo.docx

FYI

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**To:** "Puckett, Jeffrey T" <[jtpuckett@ocsd.org](mailto:jtpuckett@ocsd.org)>  
**Subject:** 19-05-09 Ring partnership Aliso Viejo.docx

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I just wanted to send you this to keep you in the loop sir.

Thanks for all of the support.

Respectfully,

-Chad

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, May 09, 2019 7:37 AM  
**To:** Angela Kang  
**Subject:** Re: On our way

No worries Angela. Thanks. See you in a few.

-Chad

Sent from my iPhone

On May 9, 2019, at 7:35 AM, Angela Kang <[angela@ring.com](mailto:angela@ring.com)> wrote:

Hi Lieutenant,

We're on the road but it looks like the traffic will get worse on our way over so we'll probably get there on time rather than early. We'll get set up quickly and start presenting right away as we value your time.

Thank you,  
Angela  
[REDACTED]

--

Thank you,

Angela Kang  
Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  
[REDACTED]

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

## Kajfasz, Chad M

---

**From:** Kelly Tokarski <ktokarsk@AVCity.org>  
**Sent:** Thursday, May 09, 2019 10:10 AM  
**To:** Braun, Carrie L; Angela Kang  
**Cc:** Andrea Han; Kajfasz, Chad M; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Angela,

We are ready to push this out via the City's side after receiving approval from City Manager Dave Doyle as well. Can you provide the link ASAP and let us know if this is good to go?

Get [Outlook for iOS](#)

---

**From:** Braun, Carrie L <cbraun@ocsd.org>  
**Sent:** Wednesday, May 8, 2019 11:57 AM  
**To:** Angela Kang  
**Cc:** Andrea Han; Chad Kajfasz; Kaleigh Bueckert-Orme; Media; Blashaw, Jaimee L; Kelly Tokarski  
**Subject:** RE: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Angela and team,

Attached please find the draft of the press release for Ring's approval. The only outstanding piece of information is the code and unique link, I'm hoping you can provide that to complete the release.

We are working with the city PIO Kelly Tokarski (I've also included her on this email) to announce on both AVPS and the city's social media accounts tomorrow.

Please let me know if you need anything further.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Angela Kang [mailto:angela@ring.com]  
**Sent:** Tuesday, May 07, 2019 4:25 PM  
**To:** Braun, Carrie L <CBraun@ocsd.org>  
**Cc:** Andrea Han <andrea@ring.com>; Kajfasz, Chad M <CMKajfasz@ocsd.org>; Kaleigh Bueckert-Orme <kaleigh.bueckertorme@ring.com>; Media <media@ring.com>; Blashaw, Jaimee L <JBlashaw@ocsd.org>  
**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

That is completely fine, thanks for the heads up!

On a separate note, have you received any word from OC Sheriffs Office on whether AVPD has the green light to publish the press release/social media announcement? We would like to get that released on the day of the onboarding so that your users can start utilizing Portal the same day.

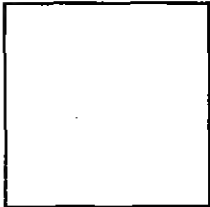


Thank you,

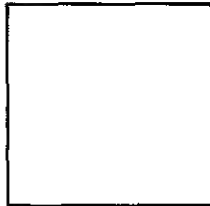
Angela Kang

Partner Success Manager  
angela@ring.com  
[REDACTED]

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Tue, May 7, 2019 at 4:04 PM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea,

My colleague Jaimee Blashaw will be attending the meeting this Thursday, I have another commitment at 9 and will be there around 9:30.

We look forward to learning more.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: [REDACTED]  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [<mailto:andrea@ring.com>]

**Sent:** Friday, April 26, 2019 2:33 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

We just tried dialing you but it went to voicemail. Are you still available? If so, could you please give me a call at the # in my signature?

On Fri, Apr 26, 2019 at 10:49 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Absolutely.

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: [REDACTED]  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Friday, April 26, 2019 9:35 AM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Carrie,

In advance of today's call, would you be able to find out how feasible it'd be for AVPD to post the media material below on AVPD's social outlets?

On Fri, Apr 26, 2019 at 9:32 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Great, I'll give you a call at 2:30pm to your cell phone number listed in your signature. Thanks!

On Fri, Apr 26, 2019 at 9:19 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Good morning Andrea,  
I'd be happy to talk with you today. I'm available from 2-4 p.m.  
Thank you,

Carrie Braun  
Public Information Officer  
Orange County Sheriff's Department  
Cell: [REDACTED]  
Desk: 714-647-7042  
Email: [cbraun@ocsd.org](mailto:cbraun@ocsd.org)

**From:** Andrea Han [mailto:[andrea@ring.com](mailto:andrea@ring.com)]

**Sent:** Thursday, April 25, 2019 7:18 PM

**To:** Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)>

**Cc:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>; Kaleigh Bueckert-Orme <[kaleigh.bueckertorme@ring.com](mailto:kaleigh.bueckertorme@ring.com)>; Media <[media@ring.com](mailto:media@ring.com)>; Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Re: PR Intro + Materials - Aliso Viejo PD (CA) Joins Neighbors by Ring

Hi Carrie,

After speaking with Lt. Kajfasz, it sounds like it's best to discuss with you in more details about the next steps with AVPD's social media/press announcements. Are you available for a quick call tomorrow?

On Thu, Apr 25, 2019 at 10:11 AM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

The new date for the Onboarding is Thursday May 9. I'm having a call with Lt. Kajfasz to discuss more in detail. Please arrange for the social media and press announcements to go out on that day. Let us know if you have any further questions.

On Fri, Apr 5, 2019 at 12:47 PM Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Quick update--Lt. Kajfasz just informed me that he has to reschedule the Onboarding date. As a reminder, the press release should go out on the same day as the Onboarding so the public announcement will no longer be on 4/10. Once Lt. Kajfasz confirms the new date, I'll follow up on this thread and update you accordingly. As a heads up, the same PR process below will apply, just with a different date.

On Fri, Apr 5, 2019 at 6:20 AM Braun, Carrie L <[CBraun@ocsd.org](mailto:CBraun@ocsd.org)> wrote:

Hi Andrea and team,

Thank you for the intro and materials. I will review today and get back to you on how we'd like to move forward.

Carrie Braun  
Public Information Manager  
Orange County Sheriff's Department, CA  
Cell: [REDACTED]  
Work: 714-647-7042  
Email: [CBraun@ocsd.org](mailto:CBraun@ocsd.org)

On Apr 4, 2019, at 6:03 PM, Andrea Han <[andrea@ring.com](mailto:andrea@ring.com)> wrote:

Hi Carrie,

Great connecting with you!

I know we are looking forward to Onboarding on Wed. 4/10 and to officially launching Aliso Viejo PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with**

**KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

Click here to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. *(not case sensitive)*

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Andrea

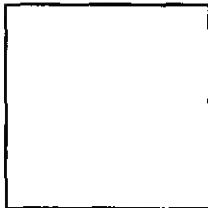
--

Thanks,

Andrea Han

Partner Success Manager

c: [REDACTED]



## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, May 09, 2019 2:37 PM  
**To:** Angela Kang  
**Subject:** RE: On our way

Angela,

We're on for June 10<sup>th</sup> at 9:00 am.

-Chad

**From:** Angela Kang [mailto:angela@ring.com]  
**Sent:** Thursday, May 09, 2019 7:35 AM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** On our way

Hi Lieutenant,

We're on the road but it looks like the traffic will get worse on our way over so we'll probably get there on time rather than early. We'll get set up quickly and start presenting right away as we value your time.

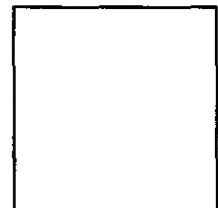
Thank you,  
Angela

[REDACTED]  
--

Thank you,

Angela Kang  
Partner Success Manager  
angela@ring.com  
[REDACTED]

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 10:58 AM  
**To:** Angela Kang; Kennedy, Mihaela  
**Cc:** North Investigations; Rich, Patrick J; Pattanaik, Anitu; Fletcher, Ryan E; Hernandez, Enrique; Melatti, Scott M  
**Subject:** RE: Access to Ring Portal

Thanks Angela.

**From:** Angela Kang [mailto:angela@ring.com]  
**Sent:** Monday, May 13, 2019 10:56 AM  
**To:** Kennedy, Mihaela <KennedyMM@ocsd.org>  
**Cc:** North Investigations <NorthInvestigations@ocsd.org>; Rich, Patrick J <pRich@ocsd.org>; Pattanaik, Anitu <APATTANAIAK@ocsd.org>; Fletcher, Ryan E <RFLETCHER@ocsd.org>; Hernandez, Enrique <EHERNANDEZ@ocsd.org>; Melatti, Scott M <SMELATTI@ocsd.org>; Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** Re: Access to Ring Portal

Hello Sgt. Mihaela,

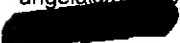
Apologies for my late response.

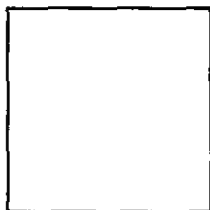
I have added all below users to the Portal and they should have received an invitation to Portal and create their passwords. However, an important note to please let them know to please refrain from posting/commenting or requesting videos for now as we are in the stages of working out an MOU with the OC Sheriffs office. I have given your team access for the sole purpose of perusing the Portal and get familiar with the features until your North jurisdiction has been officially onboarded. Once the MOU has been signed by the OC Sheriffs office on behalf of all OC cities, we will conduct a training session to onboard your North team to the Portal.

I am adding Lieutenant Kajfasz to this email to keep him in the loop.

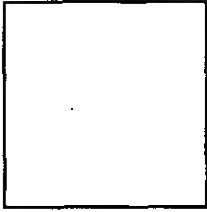
Thank you,

Angela Kang

Partner Success Manager  
angela@ring.com  




1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Thu, May 9, 2019 at 1:03 PM Kennedy, Mihaela <[KennedyMM@ocsd.org](mailto:KennedyMM@ocsd.org)> wrote:

Hello Angela,

Thank you for the ring presentation you have given us today at the Aliso Viejo Substation. Per our conversation today, the North Investigations team would like to have access to the portal to familiarize ourselves with the portal and its capabilities. I am requesting access to the be granted to the following North Investigations members.

Inv. K. C. Char, [kchar@ocsd.org](mailto:kchar@ocsd.org)

Inv. C. Martinez, [cmartinez@ocsd.org](mailto:cmartinez@ocsd.org)

Inv. J. Burgalia, [jburaglia@ocsd.org](mailto:jburaglia@ocsd.org)

Deputy F. Prado, [FRPrado@ocsd.org](mailto:FRPrado@ocsd.org)

Deputy S. Melatti, [smelatti@ocsd.org](mailto:smelatti@ocsd.org)

Deputy R. Fletcher, [rfletcher@ocsd.org](mailto:rfletcher@ocsd.org)

Deputy E. Hernandez, [ehernandez@ocsd.org](mailto:ehernandez@ocsd.org)

Lt. P. Rich, [prich@ocsd.org](mailto:prich@ocsd.org)

Crime Prevention Specialist, [apattanik@ocsd.org](mailto:apattanik@ocsd.org)

Thank you,

Sgt. Mihaela Kennedy

Orange County Sheriff's Department

North Investigations

Office: 714-647-7060

Cell: [REDACTED]



**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 1:21 PM  
**To:** Felix, Lauren  
**Subject:** FW: Aliso Viejo Portal update  
**Attachments:** Portal Comments.xlsx; Training Guide.pdf

Lauren,

Here's the training guide for Ring.com. They've also included a list of comments we can post when we're trying to get help from the public. Take a look at it and let me know what you think. I'll work on getting everyone a login by the end of the week. Thanks for your help.

Sincerely,

-Chad

Type	Comment			
Read Receipt	Thank you for sharing this post. I will pass this along.			<b>General Tips:</b> are aware of the great work you're doing for them. Always leave your contact name and phone # to comments. Express gratitude
	Thank you for sharing this video, it was forwarded to night shift patrol.			
	Thank you for your support!			
	Thank you for your honest feedback!			
	You know. Enjoy your day.			
Need Further Info	strive to keep [COUNTY] safe. We ask that you spread the word about this Neighbors App by texting [TEXT CODE] to 666888.			
	sure he has this video to help us catch the individual. If anyone has any information as to who this is, please contact us at [PHONE #].			
	Good job being observant! Most legitimate contractors have clearly marked vehicles or identification on them. Thanks for posting!			
	you please email me your name, case number, and telephone number to [EMAIL]? I would like to reach out to my counterpart in your [NAME].			
	Hi there, one of our Detectives is familiar with him. If there was a crime committed please let us know so we can follow up. Thanks			
	Can you share your video as well? If not on this forum you can send it to [EMAIL].			
	If anyone has a video of this suspect or suspect vehicle, please let me know [PHONE #].			
	can you direct me to where you posted the video, and if not, would you be able to post it and provide the report number? Since this			
	Do you have video from this incident? It could greatly assist in the investigation.			
	Incident can be looked into further please. Thank you for your time!			
Provide Service	record that your neighborhood is having issues.			
	Can you please call the [AGENCY] to report the crime. We need this to proceed with an investigation.			
	ma'am.			
	Do you have any video or information you can share with [AGENCY]?			
	you know the whereabouts of Mr. Jones, please contact [NAME]. Thank you!			
Tips	neighbors and have them contact the [AGENCY] if any property is missing. Again, thank for sharing the video!			
	you are away, please call the Sheriff's Office at [PHONE #].			
	Forwarding to officers who work in your area.			
Updates/Resolved	Thank you for posting the video. We will have officers do extra patrols in the area.			
	You can report this to animal control directly by calling [PHONE #].			
	possible. You can call our direct line at [PHONE #] or 911.			
	we ask you to call the [AGENCY] and we will dispatch a patrol officer to investigate. Always remember it's better to be safe than			
	(ANIMAL CONTROL AGENCY) of any sightings. Remember to respect [STATE] wildlife and give them their space. Never attempt			
Ring Info	case#18-007717, I know we have requested video from the HOA but anything can help. As a reminder to those who have vehicles			
	wrong address. He used the information provided to him by the tracking details of his order. When he used a ride service to get to			
	you are away, please call the Sheriff's Office at [PHONE #].			
	Thank you for posting. Please report any suspicious activity by calling [PHONE #].			
	The scene has been cleared. The investigation continues into who made the false report.			
	Morning, in the event this occurs again or anything suspicious please call [PHONE #].			
	anyway.			
	Can you please call the Police Department to report the crime. We need this to proceed with an investigation.			
	Hello, I can confirm that this person is indeed a police officer so there is no cause for alarm.			
	This is an actual police officer. His name is [TITLE/NAME] with [AGENCY].			
Ring Info	in tools from a construction company in [CITY]. Thomas Lee was charged with burglary, larceny and damage to property. Deputy			
	This app operates with any brand digital camera system that is able to upload video. Ring does offer both the door bell and flood			
	Please spread the word. Joining the app is absolutely FREE by texting [TEXT CODE] to 666888.			
	don't need any kind of video surveillance to use the app. Ring does offer both the door bell and flood light options, however, my			
	digital forum provides us with real time activity and most importantly it affords us to work closely with our residents and their			
Ring Info	the Neighbors App. This forum is for anyone who wants to be on a digital crime watch. Thank you for your feedback!			
	option.			

# Neighbors Portal Training Guide

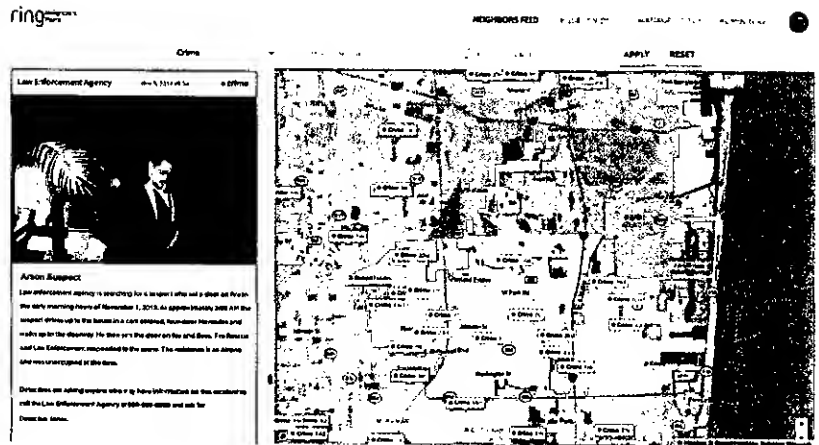
## Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet

### Notes:



## Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

### Notes:

**Crime Analyst Aliperti** - 11/11/13 3d  
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst

Reply ☐

**Public Information** - 11/11/13 3d  
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.

Reply ☐

**Public Information** - 11/11/13 2d  
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.

Reply ☐

**Neighbor 24** 2d  
Thanks for the great work!

Reply ☐

## Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

### Notes:

Law Enforcement Agency Nov 20, 2018 09:04

● crime

### Vehicle break-ins

In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Peartree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call [redacted] at 410-313-3700. You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments 2 views

👍 18

💬 Comment

➦ Share

## Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency

Feb 5, 2018 09:16

● Crime

### Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.

30 Comments 2 views

👍 12

💬 Comment

➦ Share

### Notes:

## Request Form

1. Incident Location
  - a. Required to determine area of interest
2. Case #
  - a. Internal reference number
3. Start Date/End Date
  - a. Max 12-hour window
  - b. Up to 45 days in the past
4. Incident Type
  - a. Select Category
5. External Message to Ring Users
  - a. Add a custom message with details and/or contact info
6. Click 'Submit' to see a preview

### Notes:

ring Neighbors Portal Example Law Enforcement Agency

### Request Videos

Incident Location

Case #

Date and Time  
 Start date and time  

 End date and time

Incident Type (Optional)

External Message to Ring Users  
 Maximum of 300 characters (optional)

☒ Include your name within the email to Ring users

☒ Send a copy to you self

## Camera Map

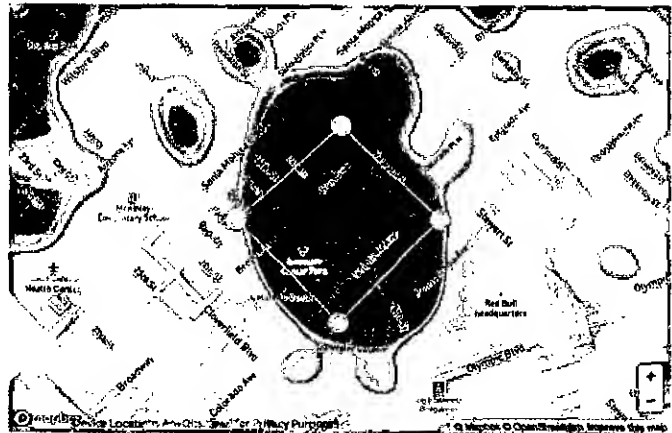
Heat Map of all active Ring cameras in jurisdiction

- Exact locations obscured for privacy

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles

### Notes:



## Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
  - a. Allows user to send selected videos

Click send to confirm Video Request

### Notes:



Dear Neighbor,

Detective Falcon Shapiro of the Example Law Enforcement Agency is investigating an incident that occurred near your home and your Ring device may have captured video that can help. Detective Shapiro of the Example Law Enforcement Agency is seeking videos recorded between February 28th from 12:00 AM to 12:00 PM

A message from Detective Shapiro:

Reaching out to neighbors to obtain video recordings that may help with my investigation of recent car break ins in Pine Oaks neighborhood. If you have any video recordings within the time frame above, please do share and help us. Contact me at 123-456-7890 or

Share Videos

Review Videos

Ring sign required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with Detective Shapiro of the Example Law Enforcement Agency.

Thank you for making your neighborhood a safer place.

Stay safe,  
Ring Team

If you have any questions or concerns, please contact Detective Shapiro at Example Law Enforcement Agency or the Ring Video Request Team at [videorequest@ring.com](mailto:videorequest@ring.com)

## Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
3. Videos marked as not important will be archived



### Notes:

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 1:45 PM  
**To:** Kelly Tokarski (KTokarski@cityofaliso Viejo.com)  
**Subject:** Ring.com Comments  
**Attachments:** Portal Comments.xlsx

Here you go.

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561



Type	Comment			
Read Receipt	Thank you for sharing this post. I will pass this along.			General Tip: Let's aware of the great work you're doing for them. Always leave your contact name and phone if to comments. Express gratitude.
	Thank you for sharing this video. I was forwarded to right shift patrol.			
	Thank you for your support!			
	Thank you for your honest feedback!			
	You know. Enjoy your day.			
Need Further Info	strive to keep [COUNTY] safe. We ask that you spread the word about this Neighbors App by texting [TEXTCODE] to 555888.			
	sure he has this video to help us catch the individual. If anyone has any information as to who this is, please contact us at [PHONE].			
	Good job being observant! Most legitimate contractors have clearly marked vehicles or identification on them. Thanks for posting!			
	you please email me your name, case number, and telephone number to [EMAIL]? I would like to reach out to my counterpart in your [NAME].			
	Hi there, one of our Detectives is familiar with him. If there was a crime committed, please let us know so we can follow up. Thanks.			
	Can you share your video as well? If not on this forum you can send it to [EMAIL].			
	If anyone has a video of this suspect or suspected vehicle, please let me know. [PHONE #]			
	can you direct me to where you posted the video, and if not, would you be able to post it and provide the report number? Since the			
	Do you have video from this incident? It could greatly assist in the investigation.			
	Incident can be looked into further please. Thank you for your time!			
Provide Service	record that your neighborhood is having issues.			
	Can you please call the [AGENCY] to report the crime. We need this to proceed with an investigation.			
	rider.			
	Do you have any video or information you can share with [AGENCY]?			
	you know the whereabouts of Mr. Jones, please contact [NAME]. Thank you!			
Tips	neighbor and have them contact the [AGENCY] if any property is missing. Again, thank for sharing the video!			
	you are away, please call the Sheriff's Office at [PHONE #].			
	Forwarding to officers who work in your area.			
Updates/Resolved	Thank you for posting the video. We will have officers do extra patrols in the area.			
	You can report this to animal control directly by calling [PHONE #].			
	possible. You can call our direct line at [PHONE #] or 911.			
Ring Info	we ask you to call the [AGENCY] and we will dispatch a patrol officer to investigate. Always remember it's better to be safe than			
	[ANIMAL CONTROL AGENCY] of any sightings. Remember to respect [STATE] wildlife and give them their space. Never attempt			
	case# 19-007717. I know we have requested video from the HOA but anything can help. As a reminder to those who have vehicles			
	wrong address. He used the information provided to him by the tracking details of his order. When he used a ride service to get to			
	you are away, please call the Sheriff's Office at [PHONE #].			
	Thank you for posting. Please report any suspicious activity by calling [PHONE #].			
	The scene has been cleared. The investigation continues into who made the false report.			
	Morning, in the event this occurs again or anything suspicious please call [PHONE #].			
	anyway.			
	Can you please call the Police Department to report the crime. We need this to proceed with an investigation.			
	Hello, I can confirm that this person is indeed a police officer so there is no cause for alarm.			
	This is an actual police officer. His name is [TITLE/NAME] with [AGENCY].			
	in tools from a construction company in [CITY]. Thomas Lee was charged with burglary, larceny and damage to property. Deputy			
	this app operates with any brand digital camera system that is able to upload video. Ring does offer both the door bell and flood			
	Please spread the word! Joining the app is absolutely FREE by texting [TEXT CODE] to 555888.			
	don't need any kind of video surveillance to use the app. Ring does offer both the door bell and flood light options, however, my			
	digital forum provides us with real time activity and most importantly it allows us to work closely with our residents and their			
	the Neighbors App. This forum is for anyone who wants to be on a digital crime watch. Thank you for your feedback!			
	option.			



**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 5:33 PM  
**To:** Felix, Lauren  
**Subject:** Fwd: Access to Ring Portal

FYI...

Sent from my iPhone

Begin forwarded message:

**From:** Angela Kang <[angela@ring.com](mailto:angela@ring.com)>  
**Date:** May 13, 2019 at 4:54:24 PM PDT  
**To:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** Re: Access to Ring Portal

Hi Chad,

Lauren has been added to the Portal and should have received an email invitation. Please have her check her spam folder in case she did not receive it. I will look forward to walking her through the Portal.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Mon, May 13, 2019 at 3:13 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Angela,

Can you please add Deputy Lauren Felix to the Portal? Her email address is [lfelix@ocsd.org](mailto:lfelix@ocsd.org). I will send you a list of the rest of my Aliso Viejo deputies on Friday.

Thanks,

-Chad

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 3:14 PM  
**To:** Angela Kang  
**Subject:** RE: Access to Ring Portal

Angela,

Can you please add Deputy Lauren Felix to the Portal? Her email address is [lfelix@ocsd.org](mailto:lfelix@ocsd.org). I will send you a list of the rest of my Aliso Viejo deputies on Friday.

Thanks,

-Chad

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 5:32 PM  
**To:** Angela Kang  
**Subject:** Re: Access to Ring Portal

Will do. Thanks Angela.

Sent from my iPhone

On May 13, 2019, at 4:55 PM, Angela Kang <[angela@ring.com](mailto:angela@ring.com)> wrote:

Hi Chad,

Lauren has been added to the Portal and should have received an email invitation. Please have her check her spam folder in case she did not receive it. I will look forward to walking her through the Portal.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Mon, May 13, 2019 at 3:13 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Angela,

Can you please add Deputy Lauren Felix to the Portal? Her email address is [lfelix@ocsd.org](mailto:lfelix@ocsd.org). I will send you a list of the rest of my Aliso Viejo deputies on Friday.

Thanks,

-Chad

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, May 14, 2019 7:52 AM  
**To:** Felix, Lauren  
**Subject:** Re: Access to Ring Portal

Thanks.

Sent from my iPhone

On May 14, 2019, at 5:48 AM, Felix, Lauren <[LFelix@ocsd.org](mailto:LFelix@ocsd.org)> wrote:

Got it. I will give her a call today.

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 13, 2019 5:33 PM  
**To:** Felix, Lauren <[LFelix@ocsd.org](mailto:LFelix@ocsd.org)>  
**Subject:** Fwd: Access to Ring Portal

FYI...

Sent from my iPhone

Begin forwarded message:


**From:** Angela Kang <[angela@ring.com](mailto:angela@ring.com)>  
**Date:** May 13, 2019 at 4:54:24 PM PDT  
**To:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** Re: Access to Ring Portal

Hi Chad,

Lauren has been added to the Portal and should have received an email invitation. Please have her check her spam folder in case she did not receive it. I will look forward to walking her through the Portal.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  




1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Mon, May 13, 2019 at 3:13 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
wrote:

Angela,

Can you please add Deputy Lauren Felix to the Portal? Her email address is  
[lfelix@ocsd.org](mailto:lfelix@ocsd.org). I will send you a list of the rest of my Aliso Viejo deputies on Friday.

Thanks,

-Chad

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, May 14, 2019 10:24 AM  
**To:** Sheehan, Margie  
**Subject:** Fwd: Aliso Viejo Portal update  
**Attachments:** Portal Comments.xlsx; ATT00001.htm; Training Guide.pdf; ATT00002.htm

Here you go

-Chad

Sent from my iPhone

Begin forwarded message:

**From:** Angela Kang <[angela@ring.com](mailto:angela@ring.com)>  
**Date:** May 13, 2019 at 10:05:18 AM PDT  
**To:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** Aliso Viejo Portal update

Good morning Chad,

Hope you had a great weekend. I have a few updates for you:

1) **PIO Approved reference sheet:** Attached is the "canned responses" that your users can copy and paste from when they respond to civilians on the portal. This is PIO approved and is what we see other agencies using.

2) **Training Guide** - Attached is a training guide to help your users as they begin to use Portal

3) **Portal Name Change to OC Sheriff's Office:** I spoke with my management Friday afternoon and decided it would be best to leave the Portal name and map as Aliso Viejo until we get the green light from the OC Sheriffs office. This means that for now Aliso Viejo users will comment and request videos from the Portal as "Aliso Viejo Police Services. I know I had previously told you that we would change to "OC Sheriffs Office" since we're likely to get the buy in from OC sheriffs executives come June, but we want to respect them by not jumping the gun and get their blessing first. For now until June, we will stick with only the Aliso Viejo users having access to the Portal and hopefully we can gather some success stories to share with the OC Sheriff's executives. Apologize for the back and forth, but hope you can understand.

Please let me know if you have any questions.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  




---

# ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

Type	Comment			
Read Receipt	Thank you for sharing this post. I will pass this along.			
	Thank you for sharing this video. I was forwarded to night shift patrol.			
	Thank you for your support!			
	Thank you for your honest feedback!			
	You know. Enjoy your day.			
Need Further Info	drive to keep [COUNTY] safe. We ask that you spread the word about this Neighbor App by texting [TEXTCODE] to 556888.			
	sure he has this video to help us catch the individual. If anyone has any information as to who this is, please contact us at [PHONE].			
	Good job being observant! Most legitimate contractors have clearly marked vehicles or identification on them. Thanks for posting!			
	you please email me your name, case number, and telephone number to [EMAIL]? I would like to reach out to my counterpart in your [NAME].			
	Hi there, one of our Detectives is familiar with him. If there was a crime committed please let us know so we can follow up. Thanks!			
	Can you share your video as well? If not on this forum you can send it to [EMAIL].			
	If anyone has a video of this suspect or suspect vehicle, please let me know. [PHONE #]			
	can you direct me to where you posted the video, and if not, would you be able to post it and provide the report number? Since this			
	Do you have video from this incident? It could greatly assist in the investigation.			
	Incident can be looked into further please. Thank you for your time!			
Provide Service	record that your neighborhood is having issues			
	Can you please call the [AGENCY] to report the crime. We need this to proceed with an investigation.			
	matter.			
	Do you have any video or information you can share with [AGENCY]?			
	you know the whereabouts of Mr. Jones, please contact [NAME]. Thank you!			
Tips	neighbor and have them contact the [AGENCY] if any property is missing. Again, thank for sharing the video!			
	you are away, please call the Sheriff's Office at [PHONE #].			
	Forwarding to officers who work in your area.			
Updates/Resolved	Thank you for posting the video. We will have officers do some patrols in the area.			
	You can report this to animal control directly by calling [PHONE #].			
	possible. You can call our direct line at [PHONE #] or 911.			
	we ask you to call the [AGENCY] and we will dispatch a patrol officer to investigate. Always remember it's better to be safe than			
	[ANIMAL CONTROL AGENCY] of any sightings. Remember to respect [STATE] wildlife and give them their space. Never attempt			
	dissemination 18-007717. I know we have requested video from the HOA but anything can help. As a reminder to those who have vehicles			
	wrong address. He used the information provided to him by the tracking details of his order. When he used a ride service to get to			
	you are away, please call the Sheriff's Office at [PHONE #].			
	Thank you for posting. Please report any suspicious activity by calling [PHONE #].			
	The scene has been cleared. The investigation continues into who made the false report.			
Ring Info	Morning, in the event this occurs again or anything suspicious please call. [PHONE #]			
	anyway.			
	Can you please call the Police Department to report the crime. We need this to proceed with an investigation.			
	Hello, I can confirm that this person is indeed a police officer so there is no cause for alarm.			
	This is an actual police officer. His name is [TITLE/NAME] with [AGENCY].			
	in tools from a construction company in [CITY]. Thomas Lee was charged with burglary, larceny and damage to property. Deputy			
	this app operates with any brand digital camera system that is able to upload video. Ring does offer both the door bell and flood			
	Phones spread the word! Joining the app is absolutely FREE by texting [TEXT CODE] to 556888.			
	don't need any kind of video surveillance to use the app. Ring does offer both the door bell and flood light options. However, my			
	digital forum provides us with real time activity and most importantly it affords us to work closely with our residents and that			
	the Neighbor App. This forum is for anyone who wants to be on a digital crime watch. Thank you for your feedback!			
	option.			

#### General Tips:

are aware of the graffiti work you're doing for them.  
Always leave your contact name and phone #  
to comments.  
Express gratitude

# Neighbors Portal Training Guide

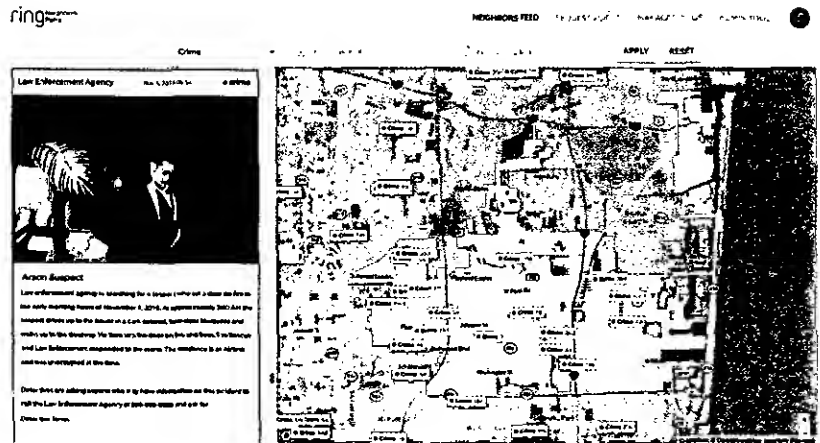
## Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet

### Notes:



## Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

### Notes:

**Crime Analyst Aliperti** - 3d  
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst

Reply

**Public Information** - 3d  
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.

Reply

**Public Information** - 2d  
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.

Reply

**Neighbor 24** - 2d  
Thanks for the great work!

Reply

## Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

Notes:

Law Enforcement Agency Nov 20, 2018 09:04

● crime

### Vehicle break-ins

In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Peartree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call the police at 410-313-3700. You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments 2 views

👍 18

💬 Comment

➦ Share

## Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency

Feb 5, 2018 08:18

● Crime

### Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.

30 Comments 14 views

👍 12

💬 Comment

➦ Share

Notes:

## Request Form

1. Incident Location
  - a. Required to determine area of interest
2. Case #
  - a. Internal reference number
3. Start Date/End Date
  - a. Max 12-hour window
  - b. Up to 45 days in the past
4. Incident Type
  - a. Select Category
5. External Message to Ring Users
  - a. Add a custom message with details and/or contact info
6. Click 'Submit' to see a preview

### Notes:

ring Neighbors Portal Example Law Enforcement Agency

### Request Videos

Incident Location

Case #

Date and Time  
Start date and time

End date and time

Incident Type (optional)

External Message to Ring Users  
Maximum of 300 characters (optional)

☒ Include your name within the email to Ring users

☒ Send a copy to yourself

**PREVIEW**

## Camera Map

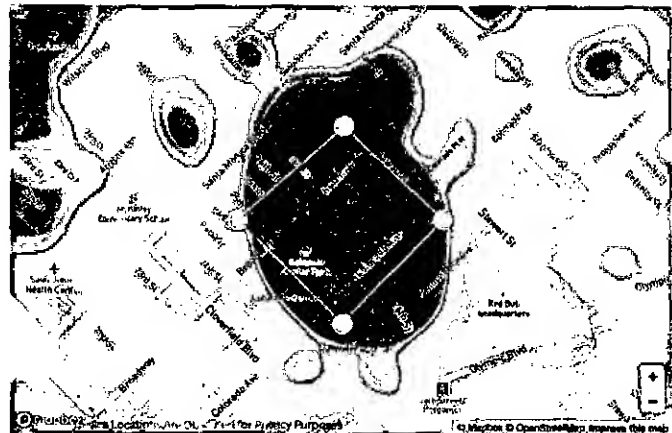
Heat Map of all active Ring cameras in jurisdiction

- Exact locations obscured for privacy

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles

### Notes:



## Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
  - a. Allows user to send selected videos

Click send to confirm Video Request

### Notes:

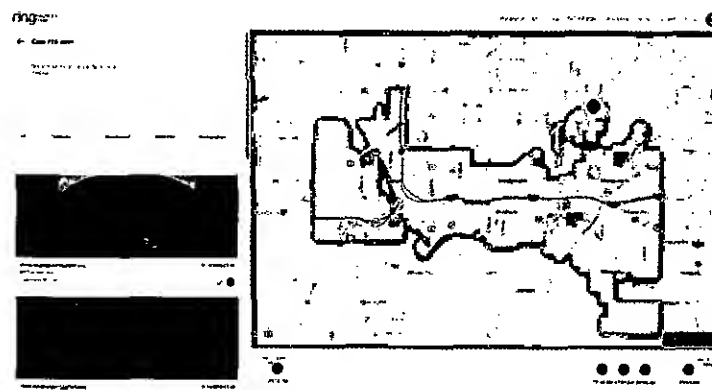


## Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
3. Videos marked as not important will be archived



### Notes:

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, May 14, 2019 5:37 PM  
**To:** Angela Kang  
**Subject:** Re: Email concern

Thanks Angela. I appreciate you checking. You have been so awesome! I'll call you Friday prior to sending my list of deputies. Call me if you need anything.

-Chad

Sent from my iPhone

On May 14, 2019, at 4:45 PM, Angela Kang <[angela@ring.com](mailto:angela@ring.com)> wrote:

Hi Chad,

In regards to your concern about your officers/detectives being bombarded with emails after divulging their direct emails on the public posts, none of my colleagues have had agencies complain or have issues with this. However, your concern is valid and one option to work around this is to create a separate, general email alias and a general phone # with an operator to filter the calls. Hope this helps.

Thank you,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)  


---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 20, 2019 2:42 PM  
**To:** Angela Kang  
**Subject:** RE: Aliso Viejo Police Services Email Contact List

Thanks Angela.


**From:** Angela Kang [mailto:angela@ring.com]  
**Sent:** Monday, May 20, 2019 2:40 PM  
**To:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Subject:** Re: Aliso Viejo Police Services Email Contact List

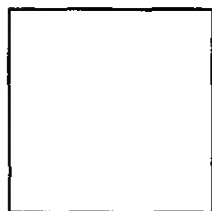
Hi Chad,

All users on this list should now have received an invite to join Portal and create their password. Please have them check their spam folder. Also, a friendly reminder that Portal only works with Chrome and Firefox.

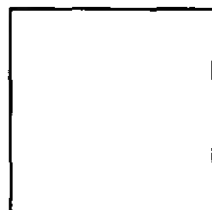
Thank you,

Angela Kang

Partner Success Manager  
angela@ring.com  




1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.



On Mon, May 20, 2019 at 1:10 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Angela,

Here's the list of my staff. Please call me when they're good to go. Thanks again for all of your help.

Sincerely,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561



## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Monday, May 20, 2019 4:45 PM  
**To:** Kelly Tokarski  
**Subject:** Re: Speaking points for Neighbors

Thanks KT. I'll call you tomorrow and we'll set something up.

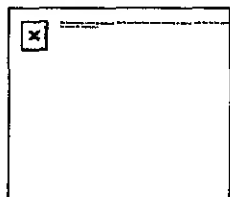
Sent from my iPhone

On May 20, 2019, at 3:42 PM, Kelly Tokarski <[ktokarsk@avcity.org](mailto:ktokarsk@avcity.org)> wrote:

Good afternoon LT.,

Please let me know if we can set up some time to get videos of you and the deputies in the field. The speaking points are general based on Ring but we can certainly tweak them if need be.

**Kelly Tokarski | Public Information Officer**



City of Aliso Viejo  
12 Journey, Suite 100  
Aliso Viejo, CA 92656  
T: 949-395-4448  
F: 949-425-3899  
[cityofaltsoviejo.com](http://cityofaltsoviejo.com)

---

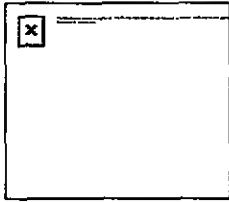
**From:** Kelly Tokarski  
**Sent:** Thursday, May 16, 2019 9:46 AM  
**To:** Chad Kajfasz  
**Subject:** Speaking points for Neighbors

Good morning Lt.,

Please see some general speaking points for consideration.

We can schedule our "intro" video for next week that we can upload to the portal? We can start with you and another deputy to relay some general points. Please let me know your thoughts.

**Kelly Tokarski | Public Information Officer**



City of Aliso Viejo  
12 Journey, Suite 100  
Aliso Viejo, CA 92656  
T: 949-395-4448  
F: 949-425-3899  
[cityofaliso Viejo.com](http://cityofaliso Viejo.com)

**Confidential Communications:** This email and any files or attachments transmitted with it may contain privileged or otherwise confidential information. If you are not the intended recipient, or believe that you may have received this communication in error, please advise the sender via reply email and immediately delete the email you received.

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, May 23, 2019 11:26 AM  
**To:** McDonald, Christopher J  
**Subject:** Re: Aliso Viejo Shape Files

Thanks Chris. I really appreciate it.

-Chad

Sent from my iPhone

> On May 23, 2019, at 10:18 AM, McDonald, Christopher J <CMcDonald@ocsd.org> wrote:

>

> Lt.,

>

> Per our conversation, here is a better version will all city boundaries for the county.

>

> I included it in three different formats (.pdf, .kml, and .shp). The

> files can be publically downloaded online

> [https://data-ocpw.opendata.arcgis.com/datasets/60119fce76d74dc08c3aa45](https://data-ocpw.opendata.arcgis.com/datasets/60119fce76d74dc08c3aa455f34b2b4d_0)

> 5f34b2b4d\_0

>

> They should be able to work with at least one of the file types.

>

> -Chris

>

>

>

>

> From: Kajfasz, Chad M <CMKajfasz@ocsd.org>

> Sent: Thursday, May 23, 2019 10:06 AM

> To: McDonald, Christopher J <CMcDonald@ocsd.org>

> Subject: RE: Aliso Viejo Shape Files

>

> Thanks Chris. See you tomorrow.

>

> -Chad

>

>

> Lieutenant Chad Kajfasz

> Chief of Police Services | City of Aliso Viejo Southwest Operations

> 12 Journey | Aliso Viejo | CA | 92656

> (949) 425-2561

> [Aliso\_Viejo]

>

>

>

> From: McDonald, Christopher J

> Sent: Thursday, May 23, 2019 10:05 AM  
> To: Kajfasz, Chad M <CMKajfasz@ocsd.org<mailto:CMKajfasz@ocsd.org>>  
> Subject: Aliso Viejo Shape Files  
>  
> Lt.,  
>  
> Please forward the attached zip file to Ring and see if it will meet their requirements.  
>  
> If it does not, we will have to go to plan "B"  
>  
> Sergeant Chris McDonald  
> Orange County Sheriff's Department  
> Crime Analysis Detail  
> Desk: (714) 647-4650  
> Cell: [REDACTED]  
>  
> <City\_Boundaries.zip>  
> <image001.png>  
> <City\_Boundaries.kml>  
> <CityBoundaries.pdf>

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, May 23, 2019 11:30 AM  
**To:** Angela Kang  
**Subject:** Fwd: Aliso Viejo Shape Files  
**Attachments:** City\_Boundaries.zip; ATT00001.htm; City\_Boundaries.kml; ATT00002.htm; CityBoundaries.pdf; ATT00003.htm

Angela,

Here you go. Let me know if this works.

Lt.,

Per our conversation, here is a better version with all city boundaries for the county.

I included it in three different formats (.pdf, .kml, and .shp). The files can be publicly downloaded online [https://data-ocpw.opendata.arcgis.com/datasets/60119fce76d74dc08c3aa455f34b2b4d\\_0](https://data-ocpw.opendata.arcgis.com/datasets/60119fce76d74dc08c3aa455f34b2b4d_0)

**Subject:** Aliso Viejo Shape Files

Lt.,

Please forward the attached zip file to Ring and see if it will meet their requirements.

If it does not, we will have to go to plan "B"

**Sergeant Chris McDonald**  
Orange County Sheriff's Department  
Crime Analysis Detail  
Desk: (714) 647-4650  
Cell: [REDACTED]



## Kajfasz, Chad M

---

**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Wednesday, June 12, 2019 1:48 PM  
**To:** Kajfasz, Chad M  
**Cc:** Angela Kang  
**Subject:** Fresno PD & Fresno County Sheriff Annoucement

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Chad, I plan to send significant announcements to you as they happen. This one is a combined onboarding between the PD and SO in the Central Valley. I'm spending a lot of my time in Northern and Central Cal, so much of what I'm working on will be coming from there.

<https://www.yourcentralvalley.com/news/fresno-pd-fresno-sheriff-s-team-up-with-amazon-ring-doorbell-system-1/2070173739>

If this gets to be too much, just say so.

Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.



**Musico, Veronica S**

---

**From:** Izadi, Mary S  
**Sent:** Monday, June 10, 2019 1:06 PM  
**To:** Hallock, Jeffrey A  
**Subject:** Fwd: AVPS Ring Agreement  
**Attachments:** Aliso Viejo Police Services\_Ring MOU (Ring Edits\_13Feb2019)(nsims edits 3-13-19).docx

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Sims, Nicole" <[Nicole.Sims@coco.ocgov.com](mailto:Nicole.Sims@coco.ocgov.com)>  
**Date:** June 10, 2019 at 11:18:56 AM PDT  
**To:** "Izadi, Mary S [OCSD]" <[mizadi@ocsd.org](mailto:mizadi@ocsd.org)>  
**Subject:** FW: AVPS Ring Agreement

Please see attached.

Nicole A. Sims, Supervising Deputy County Counsel  
Office of the County Counsel, County of Orange  
P.O. Box 1379  
Santa Ana, CA 92702  
Phone: (714) 834-3319  
Fax: (714) 834-2359

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**From:** Sims, Nicole  
**Sent:** Wednesday, March 13, 2019 1:53 PM  
**To:** 'Kajfasz, Chad M' <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** RE: AVPS Ring Agreement

Lt.,

[REDACTED]

Nicole A. Sims, Supervising Deputy County Counsel  
Office of the County Counsel, County of Orange  
P.O. Box 1379  
Santa Ana, CA 92702  
Phone: (714) 834-3319  
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**From:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Sent:** Tuesday, March 12, 2019 3:28 PM  
**To:** Sims, Nicole <[Nicole.Sims@coco.ocgov.com](mailto:Nicole.Sims@coco.ocgov.com)>  
**Subject:** FW: AVPS Ring Agreement

Nicole,

[REDACTED]

Thanks again for all of your help.

Sincerely,

-Chad

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]  
**Sent:** Tuesday, February 19, 2019 10:23 AM  
**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Cc:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Subject:** Re: AVPS Ring Agreement

Lt. Kajfasz, As follow up to my voice mail, please accept my apology for the delay in processing the MOU between your agency and Ring. The attached MOU for signature includes a modification I want to explain.

As a backdrop, Ring retained an outside firm toward the end of last year to assist with the processing of MOU's from agencies wanting access to Neighbors Portal. The firm raised a concern with how the camera donation program is described and implemented. The issue is not yet resolved and they are presently working on alternate language or possibly removing that language completely for any new agency joining the program.

For those who have already signed (or in the process of signing an existing agreement) including Aliso Viejo, outside counsel suggested that we move forward with the initial camera donation (with the caveat they not be used for agency personnel use), but that we strike the ongoing program (app download for additional cameras). The attached MOU reflects that change with all other terms and conditions untouched.

If this is acceptable to you, please sign and return and we'll get you scheduled for onboarding. If you want to wait for Ring legal to permanently address the issue of how or if to continue the ongoing donation program, I can place this on hold and circle back when we have more information or guidance on how to proceed.

Please feel free to contact me at [REDACTED] if I can answer any questions.

Thank you. Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales



## Ring wants to help reduce crime and increase safety in Aliso Viejo, California

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

### Program Description

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPS may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

### Responsibilities

#### Ring

- Make the Ring App available to Aliso Viejo residents free of charge.
- ~~Donate Ring cameras to an area of Aliso Viejo based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as \$10 towards these free Ring cameras. Ring will seed the program with an initial donation of donate ten (10) Ring cameras AVPS.~~
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

#### **AVPDAVPS**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- ~~Collaborate with Ring will to directly distribute these cameras to the local community, with input from AVPS, provided that, recipients of these cameras may not be current employees of AVPS or immediate family members of current employees of AVPS.~~
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police portal.
- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

Formatted

#### **Term**

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite Suite 100  
Aliso Viejo, CA 92656-5335

For Ring LLC:

Name:  
Address:

#### **Press Release**

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### **Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### **Compensation**

At no point shall either party receive compensation from each other as a result of this program.

#### **Confidentiality**

The parties acknowledge that AVPS may be subject to certain laws or ordinances which require public disclosure of records and recordings obtained by AVPS and Ring agrees that certain records and materials, including this agreement, may be disclosed as required by law pursuant to lawful requests. Unless otherwise required by law, the Parties shall keep the terms of this program confidential.

RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## **Musico, Veronica S**

---

**From:** Peterson, Robert J  
**Sent:** Tuesday, June 11, 2019 11:14 AM  
**To:** Hallock, Jeffrey A  
**Subject:** Re: AVPS Ring Agreement

Agreed... I'm sitting on a plane waiting to take off and thought I would share with you a couple of my thoughts/concerns . I'm just thinking out loud.

1. Title of MOU is not appropriate. It's a branding statement that by signing we're in essence endorsing RING.
2. We are agreeing to "Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods." **Who is going to be responsible for vetting the information and posting it? Are we obligated to do this?**
3. AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo. **This can be interpreted a number of ways. Why is this in the MOU?**
4. Ring will work with AVPS to obtain data/call logs...
5. "As appropriate, Ring will subsidize the purchase of Ring cameras by Aliso Viejo residents." **This sounds like OCSD is making this a condition of the MOU, thus endorsing RING.**
6. **AVPS Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.** *I find it interesting that they removed "RING" from in front of the platform/app. This does not seem appropriate; however, we do support people adding additional layers of security to their home.*
7. Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police portal. **I don't know what this means.**
8. Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS. **This must be important because it's stated twice in the short MOU.**
9. **Have the option, but not the obligation,** to participate in a subsidized camera program. Again... this language seems to be watered down as not to draw attention to the fact that they are trying to sell/promote Ring cameras. Brilliant marketing plan, but why is this language in the MOU?

## **10. Press Release**

The parties shall agree to a joint press release to be mutually agreed upon by the parties. **Not appropriate. Show me another MOU that states we SHALL agree to draft a joint press release ... this a great marketing strategy but we shouldn't do this.**

#### **11. Confidentiality**

Bla, bla, bla... Unless otherwise required by law, the Parties shall keep the terms of this program confidential. **Doesn't sound transparent.**

Sent from my iPhone

On Jun 10, 2019, at 1:39 PM, Hallock, Jeffrey A <[JHallock@ocsd.org](mailto:JHallock@ocsd.org)> wrote:

Fyi – several issues here.

You can see the original MOU included donating of Ring cameras but was removed by CoCo. I think the investigative piece is an easy one.... As you brought up in the meeting, the engagement piece presents some issues.

**From:** Izadi, Mary S <[MIZADI@ocsd.org](mailto:MIZADI@ocsd.org)>  
**Sent:** Monday, June 10, 2019 1:06 PM  
**To:** Hallock, Jeffrey A <[JHallock@ocsd.org](mailto:JHallock@ocsd.org)>  
**Subject:** Fwd: AVPS Ring Agreement

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Sims, Nicole" <[Nicole.Sims@coco.ocgov.com](mailto:Nicole.Sims@coco.ocgov.com)>  
**Date:** June 10, 2019 at 11:18:56 AM PDT  
**To:** "Izadi, Mary S [OCSD]" <[mizadi@ocsd.org](mailto:mizadi@ocsd.org)>  
**Subject:** FW: AVPS Ring Agreement

Please see attached.

Nicole A. Sims, Supervising Deputy County Counsel  
Office of the County Counsel, County of Orange  
P.O. Box 1379  
Santa Ana, CA 92702  
Phone: (714) 834-3319  
Fax: (714) 834-2359

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the intended recipient or the intended recipient's agent, you are hereby notified that any review, use, dissemination, distribution or copying of this communication is strictly prohibited. You are also asked to notify us immediately by telephone and to delete this transmission with any attachments and destroy all copies in any form.

**From:** Sims, Nicole  
**Sent:** Wednesday, March 13, 2019 1:53 PM  
**To:** 'Kajfasz, Chad M' <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Subject:** RE: AVPS Ring Agreement

Lt.,

[REDACTED]

Nicole A. Sims, Supervising Deputy County Counsel  
Office of the County Counsel, County of Orange  
P.O. Box 1379  
Santa Ana, CA 92702  
Phone: (714) 834-3319  
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**From:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Sent:** Tuesday, March 12, 2019 3:28 PM  
**To:** Sims, Nicole <[Nicole.Sims@coco.ocgov.com](mailto:Nicole.Sims@coco.ocgov.com)>  
**Subject:** FW: AVPS Ring Agreement

Nicole,

[REDACTED]

Thanks again for all of your help.

Sincerely,

-Chad

**From:** Raymond Pollum [<mailto:raymond.pollum@ring.com>]  
**Sent:** Tuesday, February 19, 2019 10:23 AM  
**To:** Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>  
**Cc:** David Doyle <[ddoyle@cityofalisoviejo.com](mailto:ddoyle@cityofalisoviejo.com)>  
**Subject:** Re: AVPS Ring Agreement

Lt. Kajfasz, As follow up to my voice mail, please accept my apology for the delay in processing the MOU between your agency and Ring. The attached MOU for signature includes a modification I want to explain.

As a backdrop, Ring retained an outside firm toward the end of last year to assist with the processing of MOU's from agencies wanting access to Neighbors Portal. The firm raised a concern with how the camera donation program is described and implemented. The issue is not yet resolved and they are presently working on alternate language or possibly removing that language completely for any new agency joining the program.

For those who have already signed (or in the process of signing an existing agreement) including Aliso Viejo, outside counsel suggested that we move forward with the initial camera donation (with the caveat they not be used for agency personnel use), but that we strike the ongoing program (app download for additional cameras). The attached MOU reflects that change with all other terms and conditions untouched.

If this is acceptable to you, please sign and return and we'll get you scheduled for onboarding. If you want to wait for Ring legal to permanently address the issue of how or if to continue the ongoing donation program, I can place this on hold and circle back when we have more information or guidance on how to proceed.

Please feel free to contact me at [REDACTED] if I can answer any questions.

Thank you. Ray

--

Raymond Pollum  
Vice President of Neighborhood Sales

<Aliso Viejo Police Services\_Ring MOU (Ring Edits\_13Feb2019)(nsims edits 3-13-19).docx>

*[Faint, illegible handwritten notes or signatures]*

**Kajfasz, Chad M**

---

**Subject:** Fwd: Lt. Kajfasz & Ring.com Presentation

**Start:** Mon 6/10/2019 9:00 AM

**End:** Mon 6/10/2019 9:30 AM

**Show Time As:** Tentative

**Recurrence:** (none)

**Organizer:** Sawyer, David E

FYI sir. Ring.com presentation for the Execs set for 6/10 at 0900 hrs. I will keep you posted on our progress.

-Chad

Sent from my iPhone

Begin forwarded message:

**From:** "Sawyer, David E" <[dsawyer@ocsd.org](mailto:dsawyer@ocsd.org)>

**To:** "Kajfasz, Chad M" <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)>, "Hallock, Jeffrey A" <[JHallock@ocsd.org](mailto:JHallock@ocsd.org)>, "Sawyer, David E" <[dsawyer@ocsd.org](mailto:dsawyer@ocsd.org)>

**Subject:** Lt. Kajfasz & Ring.com Presentation

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Thursday, May 09, 2019 3:02 PM  
**To:** Sawyer, David E  
**Subject:** Accepted: Lt. Kajfasz & Ring.com Presentation

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, June 12, 2019 2:09 PM  
**To:** Raymond Pollum  
**Subject:** Re: Fresno PD & Fresno County Sheriff Annoucement

Thanks Ray. All good. I appreciate it.

-Chad

Sent from my iPhone

On Jun 12, 2019, at 1:47 PM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Chad, I plan to send significant announcements to you as they happen. This one is a combined onboarding between the PD and SO in the Central Valley. I'm spending a lot of my time in Northern and Central Cal, so much of what I'm working on will be coming from there.

<https://www.yourcentralvalley.com/news/fresno-pd-fresno-sheriff-s-team-up-with-amazon-ring-doorbell-system-1/2070173739>

If this gets to be too much, just say so.

Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

## Kajfasz, Chad M

---

**From:** Angela Kang <angela@ring.com>  
**Sent:** Wednesday, June 19, 2019 6:26 PM  
**To:** Kajfasz, Chad M  
**Subject:** AVPS First Post!

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Hi Chad,

Can you please forward this email onto one of your detectives so they can create their first post on AVPS's portal? Let me know if I can help them get their first post up this week.

-----  
Many of our partners create a post about their agency joining Neighbors Portal as soon as they are onboarded. I think posting an announcement like this is an excellent way to jumpstart AVPS's collaboration with their communities to make AV an even safer place to live. This post gives their communities a heads up that they will post about incidents in their area and that they may be reaching out for tips/footage to aid in investigations.

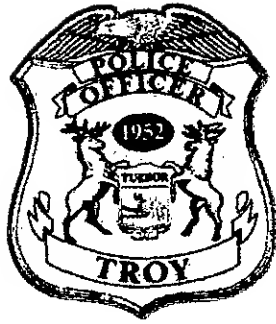
Below are some examples that you could copy/paste onto your portal.

Example #1:

### Foster City Police Department

We're excited to announce that the Foster City Police Department has joined Neighbors. Your Ring Neighborhood just got a whole lot stronger. This will allow FCPD to post crime and safety incidents directly to your Neighbors feed to keep you informed of critical events. It will also enable FCPD to monitor suspicious activity and respond to posts. The Neighbors by Ring app allows you, the user, to see something and share directly with FCPD. You do not need Ring devices to participate, any video or photo can be uploaded to the Neighbors app. We are encouraging everyone to spread the word about the Neighbors app. We will review the posts daily to keep track of what is happening in the community. Sometimes we may reach out to the public for assistance. With everyone working together and sharing information, the City of Foster City will remain as one of the safest cities in California. Please be aware; you must still dial 9-1-1 for immediate police assistance. For all non-emergency assistance, please call 650-286-3300.

Example #2:



## ***TROY POLICE***

Troy PD

• Safety

### **Troy Police Department Joins Neighbors**

We are excited to be joining the Neighbors by Ring app. Neighbors will now allow you to connect with Troy PD about crime and safety events and help us with investigations. The more people that are on the Neighbors app, the better, so please help spread the word by having your friends text troymi to 555-888 or visiting <https://download.ring.com/troy>. Please continue to report crimes to us by calling Troy PD at 248.524.3477. ...Show Less

If you'd like even more ideas, you can use the [Post Templates](#), and here's a [Guide on how to post](#), in case you'd like a refresher.

P.S. Looks like Livonia PD had a [Portal success story](#) last week capturing a suspect. Thought you'd like to see it!

Thank you,

**Angela Kang**

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.



## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, June 19, 2019 8:34 PM  
**To:** Angela Kang  
**Subject:** Re: Santa Monica Restaurant Rec's

Thanks Angela. I appreciate it. I'll call you tomorrow 🙌.

-Chad

Sent from my iPhone

On Jun 19, 2019, at 6:29 PM, Angela Kang <[angela@ring.com](mailto:angela@ring.com)> wrote:

Hey Chad,

Here are some recommendations I have for a place that "two dudes can grab some bites and have a few beers." All of them have a great beer menu. Let me know if you have any more questions about SM.

- Wurstkuche
- Library alehouse
- Stout

Cheers,

Angela Kang

Partner Success Manager  
[angela@ring.com](mailto:angela@ring.com)

---

The Ring logo, consisting of the word "ring" in a lowercase, rounded, sans-serif font.

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Tuesday, June 25, 2019 8:38 AM  
**To:** Kelly Tokarski  
**Subject:** Re: Boost Leads with Video Requests

Let's wait until the first week of July. I'm on vacation this week. Thanks KT.

Sent from my iPhone

On Jun 25, 2019, at 7:59 AM, Kelly Tokarski <[ktokarsk@avcity.org](mailto:ktokarsk@avcity.org)> wrote:

Hi Lt.,

Can we put something out on this to engage residents. Quick video as we discussed?

Get Outlook for iOS

---

**From:** Ring Neighbors Portal Team <[neighbors-portal@ring.com](mailto:neighbors-portal@ring.com)>  
**Sent:** Tuesday, June 25, 2019 3:59:33 AM  
**To:** Kelly Tokarski  
**Subject:** Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

### **Best Practices**

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device
3. Provide your **contact information** so neighbors can reach out directly

**Go to Neighbors Portal**

**Vehicle Burglary-Window Smash**

On 2/4/19 between 08:30 AM to 2:30 PM a victim's vehicle was burglarized while parked in the Business Complex. The vehicle was locked, however, the suspect smashed the side window to gain entry. Once inside of the vehicle, the suspect removed the victim's purse. The TRPD is reminding our residents prior to locking and leaving your vehicle unaccompanied to conceal or remove any valuables such as pocketbooks, computers, cell phones, cash/loose change that may be in plain view. Always remember, if it is out of sight it will be out of mind!

👍 0

💬 Reply

**Neighbor 12** 2 hours agoCheck out this video I captured on my Ring device <https://ring.com/>...

👍 12

💬 Reply

**Officer McGinnis - Tampa Police Department** 2 hours ago

Thank you for sharing. If you don't mind could you check your e-mail in reference to releasing this video to the Tampa Police Department? it will greatly assist us in potential prosecution.

👍 24

💬 Reply

**Neighbor 12** an hour ago

@Officer McGinnis - Tampa Police Department - I have some more videos from the same incident captured by other cameras. Can I email it to you. Thanks

👍 2

💬 Reply

**Officer McGinnis - Tampa Police Department** 25 minutes ago

I will gladly accept them.

👍 24

💬 Reply

## Musico, Veronica S

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, July 03, 2019 12:08 PM  
**To:** Hallock, Jeffrey A  
**Subject:** Ring.com  
**Attachments:** Ring.com Information.pdf

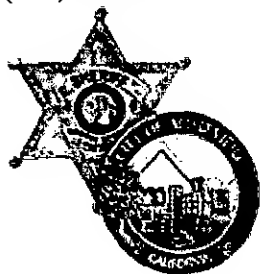
Sir,

Please see the attached agreement between AVPS and Ring.com. I've also included the ***Neighbors Portal Reference Sheet*** for your review. The key point I would like to stress to you is working with Ring.com gives us access to the Neighbors Portal App. This App will allow us to leverage technology to work hand in hand with the citizens we protect every day. There is really no natural competitor for Ring in this segment because just like Twitter, Facebook, and Instagram, they have the best product at this time. We use those other platforms every single day because they have proven to be effective. I am waiting on information from Ring regarding success stories they have had with other agencies from across the country. I will forward it to you as soon as I receive it. Thank you for your time and consideration. Please call me if you have any questions.

Sincerely,

-Chad

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561





**Ring wants to help reduce crime and increase safety in Aliso Viejo, California**

Ring is excited to propose a solution to Aliso Viejo Police Services (AVPS) to help reduce crime and assist with investigations in your community.

**Program Description**

This program will provide AVPS access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Aliso Viejo neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).
- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, AVPS may:
  - Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.
- In addition, AVPS and Ring may work together to offer subsidized Ring cameras to select parts of Aliso Viejo.

**Responsibilities**

**Ring**

- Make the Ring App available to Aliso Viejo residents free of charge.
- Make the Ring Neighborhoods portal available to AVPS, free of charge, including support and training for AVPS employees.
- Work with AVPS to obtain data/call logs and publish the relevant incidents in the app based on terms agreed to with AVPS. AVPS will have the sole discretion to determine what information it will provide to Ring to be published. Because there is information that is exempt from public disclosure under the law or would compromise a pending investigation if publicly disclosed, any information provided to Ring will be information that the Sheriff's Department would make publicly available.
- As appropriate, subsidize the purchase of Ring cameras by Aliso Viejo residents as part of a formal subsidy program.

**AVPS**

- Engage the Aliso Viejo community with outreach efforts on the platform to encourage adoption of the platform/app.
- Maintain appropriate access controls for AVPS personnel to use the Ring Neighborhood Police

portal.

- Make publicly available data related to AVPS incidents/call logs available to Ring as determined by AVPS.
- Have the option, but not the obligation, to participate in a subsidized camera program.

#### Term

AVPS's participation in the program shall commence upon AVPS's acceptance of these program terms. Either party may terminate AVPS's participation in the program at any time upon providing written notice to the other party. The Ring Neighborhoods Portal will be available to AVPS upon its acceptance of these terms. The written notice required under this section is to be sent to the following persons:

For AVPS:

For Ring LLC:

Name: Lt. Chad Kajfasz  
Address: 12 Journey, Suite 100  
Aliso Viejo, CA 92656-5335

Name:  
Address:

#### Press Release

The parties shall agree to a joint press release to be mutually agreed upon by the parties.

#### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to AVPS without the prior consent of the owner or a properly issued subpoena or search warrant, as applicable. AVPS agrees not to use the Ring Neighborhoods Police Portal other than as expressly authorized by Ring in this agreement and in guidelines provided on the Neighborhoods Police Portal from time to time other than in connection with bona fide AVPS work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Ring app and Neighborhoods Police Portal.

#### Compensation

At no point shall either party receive compensation from each other as a result of this program.

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RING LLC

Aliso Viejo Police Services

3/18/2019

Date: \_\_\_\_\_

Date: 3/22/19

By: \_\_\_\_\_

By: CHAD

August Cziment

Name: CHAD KAJFASZ

Name: \_\_\_\_\_

Director of Operations

Title: LIEUTENANT

Title: \_\_\_\_\_

## Neighbors Portal Reference Sheet

### Quick Start

*\*For an optimal experience, please access the Neighbors Portal using Firefox or Chrome.*

### First time logging in:

1. Check your inbox for an email from **Ring Team**
2. Click **Join Portal**
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

### Returning users:

1. Using either Firefox or Google Chrome, go to <https://nw.ring.com/>
2. Enter your login credentials

### Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
  1. Sign in → click the blue profile icon in the upper right corner → My Profile
  2. Click **Select Alert Zone**
  3. Choose an Alert Zone
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

### Questions?

For technical support and/or feedback, contact your Partner Success Manager **Andrea Han** at [andrea@ring.com](mailto:andrea@ring.com) or **949.735.3157**.

### Special Offers for Law Enforcement

1. Download the Neighbors App for free by texting [alisoviejoca to 555888](tel:555888) or visit <https://download.ring.com/alisoviejo>
2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: NBALISO and be sure to check out using your department email address (example@ocsd.org).

\*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic.



# Neighbors Portal Training Guide

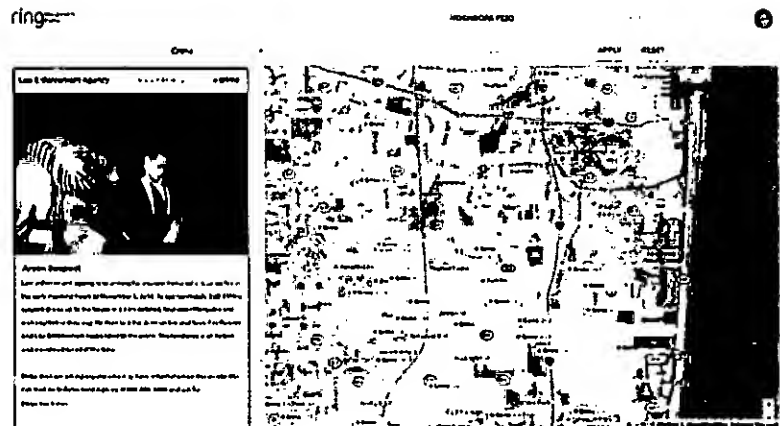
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Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet

### Notes:



## Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

### Notes:

Crime Analyst Aliperti · 3d  
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst ★  
Reply □

Public Information · 3d  
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.  
Reply □

Public Information · 2d  
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.  
Reply □

Neighbor 24 · 2d  
Thanks for the great work!  
Reply □

## Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

### Notes:

Law Enforcement Agency 11/18/2019 10:00 AM ● crime

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In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Peartree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call [410-313-3700](tel:410-313-3700). You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments 11/18/2019

👍 18

💬 Comment

➦ Share

## Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency 11/18/2019 10:00 AM ● Crime

### Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.

30 Comments

👍 12

💬 Comment

➦ Share

### Notes:

## Request Form

- 1. Incident Location**
  - a. Required to determine area of interest**
- 2. Case #**
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- 3. Start Date/End Date**
  - a. Max 12-hour window**
  - b. Up to 45 days in the past**
- 4. Incident Type**
  - a. Select Category**
- 5. External Message to Ring Users**
  - a. Add a custom message with details and/or contact info**
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**Notes:**

[illegible]

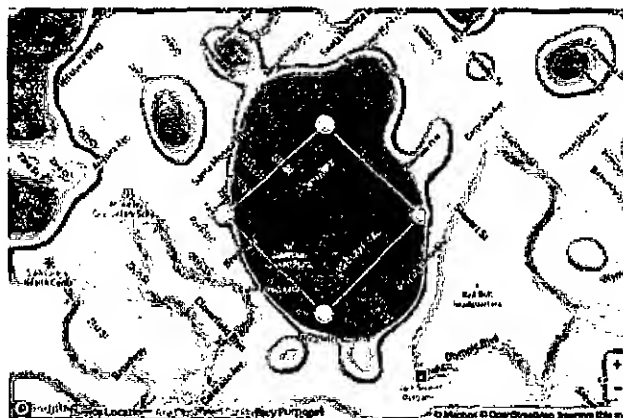
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**Heat Map of all active Ring cameras in jurisdiction**

- *Exact locations obscured for privacy*

### Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles



**Notes:**

## Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
  - a. Allows user to send selected videos

Click send to confirm Video Request

### Notes:

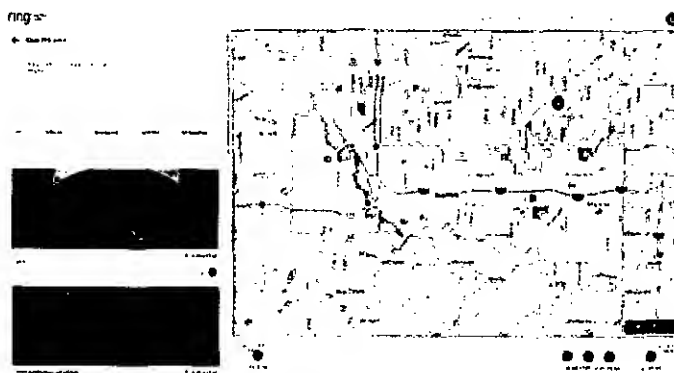


## Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
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### Notes:

**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, July 03, 2019 12:08 PM  
**To:** Hallock, Jeffrey A  
**Subject:** Ring.com  
**Attachments:** Ring.com Information.pdf

Sir,

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For Ring LLC:

Name:  
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RING LLC

3/18/2019

Date: \_\_\_\_\_

By: \_\_\_\_\_  
308F1A1F18C3476...

August Cziment

Name: \_\_\_\_\_

Director of operations

Title: \_\_\_\_\_

Aliso Viejo Police Services

Date: 3/22/19

By: \_\_\_\_\_

Name: CHAD KAJFASZ

Title: LIEUTENANT

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  2. Click **Select Alert Zone**
  3. Choose an **Alert Zone**
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

### Questions?

For technical support and/or feedback, contact your Partner Success Manager **Andrea Han** at [andrea@ring.com](mailto:andrea@ring.com) or **949.735.3157**.

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2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at **Ring.com**. Use discount code: **NBALISO** and be sure to check out using your department email address (example@ocsd.org).

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# Neighbors Portal Training Guide

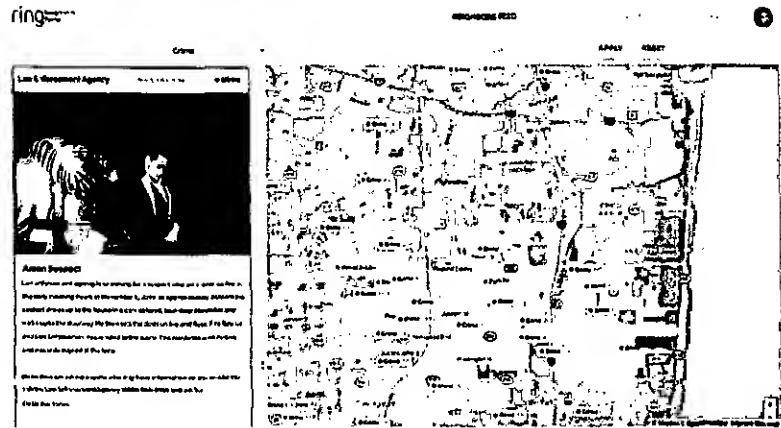
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3. Suspicious
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5. Lost Pet

### Notes:



## Commenting

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Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

### Notes:

**Crime Analyst Aliperti** · 3d  
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst

Reply

**Public Information** · 3d  
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.

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**Public Information** · 2d  
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.

Reply

**Neighbor 24** · 2d  
Thanks for the great work!

Reply

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Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

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### Notes:

Law Enforcement Agency

• crime

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5 comments

18

Comment

Share

## Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency

• Crime

### Hit and Run on Main Street

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30 Comments

12

Comment

Share

### Notes:

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  - a. Required to determine area of interest**
- 2. Case #**
  - a. Internal reference number**
- 3. Start Date/End Date**
  - a. Max 12-hour window**
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- 4. Incident Type**
  - a. Select Category**
- 5. External Message to Ring Users**
  - a. Add a custom message with details and/or contact info**
- 6. Click 'Submit' to see a preview**

**Notes:**

[illegible]

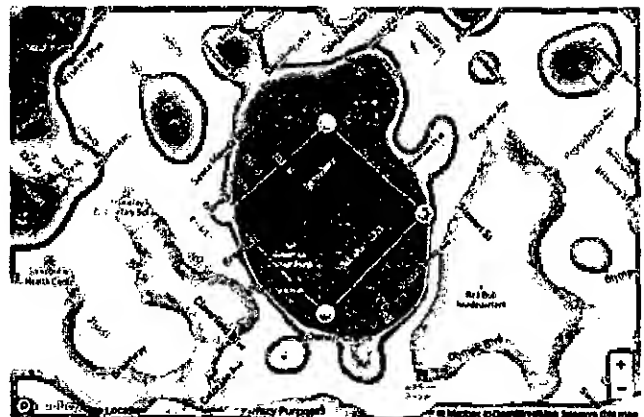
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### Heat Map of all active Ring cameras in jurisdiction

- *Exact locations obscured for privacy*

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Minimum of 0.025 square miles, maximum of 0.5 square miles



**Notes:**

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Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
  - a. Allows user to send selected videos

Click send to confirm Video Request

### Notes:

ring

Dear Neighbor,

Detective Falcon Shapiro of the Example Law Enforcement Agency is investigating an incident that occurred near your home and your Ring device may have captured video that can help. Detective Shapiro of the Example Law Enforcement Agency is seeking videos recorded between February 26th from 12:00 AM to 12:00 PM.

A message from Detective Shapiro:

Hi, I'm looking for still photos or video recordings that may help with my investigation of a recent car break-in in Pine Oaks neighborhood. If you have any video recordings within the time frame above, please do share and help us. Contact me at 123-456-7890 or

Share Videos

Review Videos

ring.com/neighbors

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with Detective Shapiro of the Example Law Enforcement Agency.

Thank you for making your neighborhood a safer place.

Stay safe,  
Ring Team

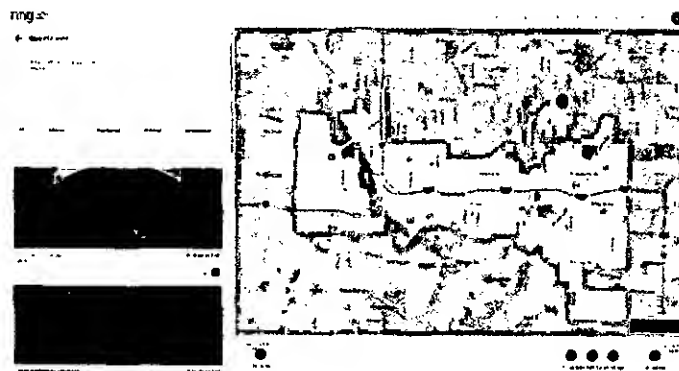
If you have any questions or concerns, please contact Detective Shapiro at Example Law Enforcement Agency or the Ring Video Request Team at [video@usfirstresponse.com](mailto:video@usfirstresponse.com)

## Manage Cases

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Select Video to review footage

1. Categorize each video as important or not important
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### Notes:

## Musico, Veronica S

---

**From:** Hallock, Jeffrey A  
**Sent:** Tuesday, July 09, 2019 1:32 PM  
**To:** Puckett, Jeffrey T  
**Cc:** Sawyer, David E  
**Subject:** FW: Ring.com  
**Attachments:** Ring.com Information.pdf

I talked to Chad this afternoon and let him know we need to cancel the current agreement with ring.com. I told him I am not opposed to exploring various solutions that leverage porch cameras; however, we cannot endorse or sanction any one company. We discussed the challenges of "one-off" solutions and the need to approach things more globally.

Chad's willingness to explore technology and engage his community is very commendable. Please discuss with him further.

Thanks,  
Jeff

**From:** Kajfasz, Chad M <CMKajfasz@ocsd.org>  
**Sent:** Wednesday, July 3, 2019 12:08 PM  
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**Subject:** Ring.com

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Chief of Police Services | City of Aliso Viejo  
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Name:  
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Aliso Viejo Police Services

3/18/2019

Date: \_\_\_\_\_

Date: 3/22/19

By: \_\_\_\_\_  
388F1A1F19C347B...

By: [Signature]

August Cziment

Name: \_\_\_\_\_

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Title: \_\_\_\_\_

Title: LIEUTENANT

## Neighbors Portal Reference Sheet

### Quick Start

*\*For an optimal experience, please access the Neighbors Portal using Firefox or Chrome.*

#### First time logging in:

1. Check your inbox for an email from Ring Team
2. Click **Join Portal**
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

#### Returning users:

1. Using either Firefox or Google Chrome, go to <https://nw.ring.com/>
2. Enter your login credentials

### Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
  1. Sign in → click the blue profile icon in the upper right corner → My Profile
  2. Click **Select Alert Zone**
  3. Choose an **Alert Zone**
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

### Questions?

For technical support and/or feedback, contact your Partner Success Manager **Andrea Han** at [andrea@ring.com](mailto:andrea@ring.com) or **949.735.3157**.

### Special Offers for Law Enforcement

1. Download the Neighbors App for free by texting **alisoviejoca** to **555888** or visit <https://download.ring.com/alisoviejo>
2. Get **\$50off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at [Ring.com](https://ring.com). Use discount code: **NBALISO** and be sure to check out using your department email address (example@ocsd.org).

\*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic.



# Neighbors Portal Training Guide

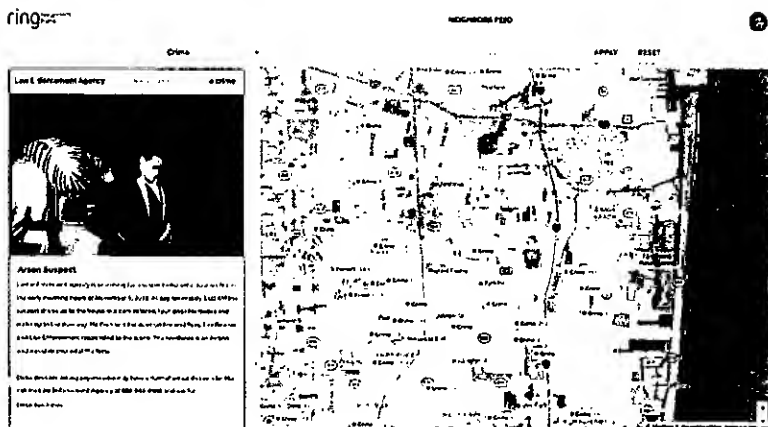
## Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet

### Notes:



## Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

### Notes:

**Crime Analyst Aliperti** - 3d  
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst -  
Reply ☐

**Public Information** - 3d  
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.  
Reply ☐

**Public Information** - 2d  
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.  
Reply ☐

**Neighbor 24** - 2d  
Thanks for the great work!  
Reply ☐

## Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

### Notes:

Law Enforcement Agency

• crime

### Vehicle break-ins

In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Peartree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call 410-313-3700. You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments

18

Comment

Share

## Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency

• Crime

### Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.

30 Comments

12

Comment

Share

### Notes:

## Request Form

1. Incident Location
  - a. Required to determine area of interest
2. Case #
  - a. Internal reference number
3. Start Date/End Date
  - a. Max 12-hour window
  - b. Up to 45 days in the past
4. Incident Type
  - a. Select Category
5. External Message to Ring Users
  - a. Add a custom message with details and/or contact info
6. Click 'Submit' to see a preview

### Notes:

ring Neighbors Portal Example Law Enforcement Agency

#### Request Videos

For the following location:

Case #

#### Date and Time

Select start and end time

End Date and Time

Incident Type/Category

#### External Message to Ring Users

Optional, but it allows you to include

☒ Include your name with the email to Ring users

☒ Send a copy to yourself

Submit

## Camera Map

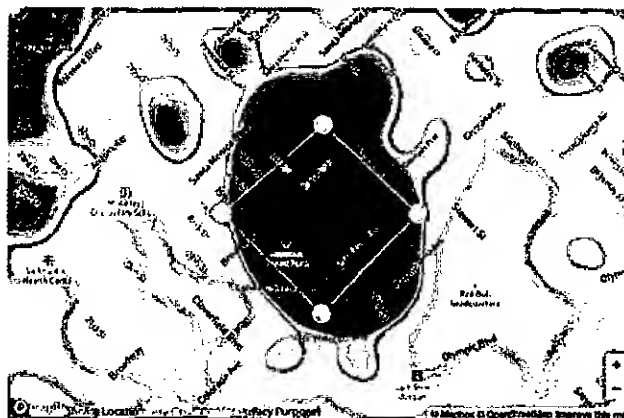
Heat Map of all active Ring cameras in jurisdiction

- Exact locations obscured for privacy

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles

### Notes:



## Email to Ring User

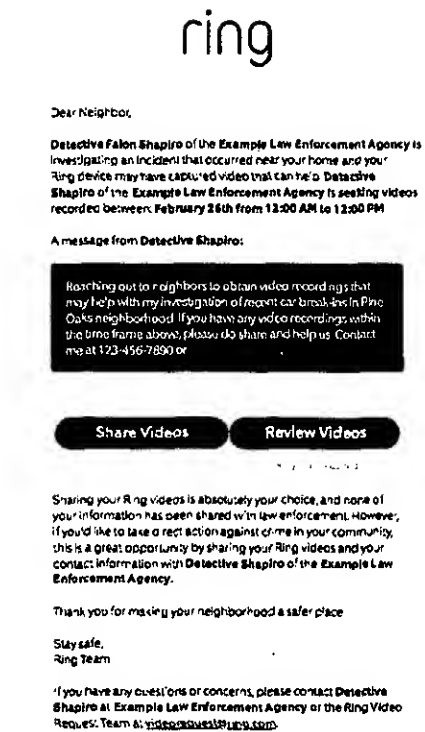
Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
  - a. Allows user to send selected videos

Click send to confirm Video Request

### Notes:

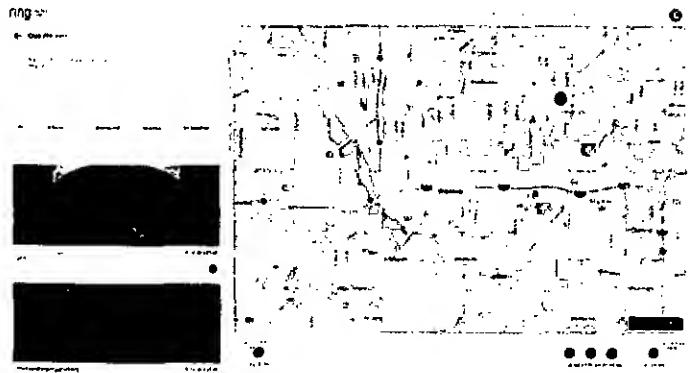


## Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
3. Videos marked as not important will be archived



### Notes:



## ORANGE COUNTY SHERIFF'S DEPARTMENT

SHERIFF-CORONER DON BARNES

July 24, 2019

August Cziment - Director of Operations RING LLC  
1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)

Please be advised that Aliso Viejo Police Services has ceased utilizing the "Ring Neighborhoods" platform outlined in the agreement signed by the undersigned on March 22, 2019. Please consider this correspondence notice of termination of the March 22, 2019 agreement. Feel free to contact me with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Chad Kajfasz".

Lt. Chad Kajfasz

Chief of Police Services

12 Journey, Suite 100

Aliso Viejo, CA 92656-5335

**Kajfasz, Chad M**

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**From:** Ring Neighbors Portal Team <noreply@ring.com>  
**Sent:** Monday, July 22, 2019 5:33 PM  
**To:** Kajfasz, Chad M  
**Subject:** Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,  
The Ring Neighbors Portal Team



*Copyright © 2019 Ring, LLC. All rights reserved.*

Our mailing address is:  
1523 26th Street  
Santa Monica, CA 90404

Want to change how you receive these emails?

## Kajfasz, Chad M

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, July 24, 2019 4:06 PM  
**To:** Raymond Pollum; Angela Kang; Andrea Han  
**Subject:** Termination Notification  
**Attachments:** Scanned Copy of Ring Termination Notification.pdf

Ray,

Please see the attached written termination notification. Call me if you have any questions.

Thanks,

-Chad

Lieutenant Chad Kajfasz  
Chief of Police Services | City of Aliso Viejo  
Southwest Operations  
12 Journey | Aliso Viejo | CA | 92656  
(949) 425-2561



**Kajfasz, Chad M**

---

**From:** Kajfasz, Chad M  
**Sent:** Wednesday, July 24, 2019 5:39 PM  
**To:** Raymond Pollum  
**Subject:** Re: Termination Notification

Thanks Ray.

Sent from my iPhone

On Jul 24, 2019, at 5:18 PM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:


Lt. Kajfasz, Acknowledging receipt of your email. I'll provide this to our legal team and will respond with a formal acknowledgement if appropriate.

We are of course disappointed by the setback, but we look forward to continued discussions with the Orange County Sheriff's Department on ways we can work together to reduce crime in local OC communities.

As always, thank you for your support.

Sincerely, Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  


---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.



On Wed, Jul 24, 2019 at 4:05 PM Kajfasz, Chad M <[CMKajfasz@ocsd.org](mailto:CMKajfasz@ocsd.org)> wrote:

Ray,

Please see the attached written termination notification. Call me if you have any questions.

Thanks,

-Chad

Lieutenant Chad Kajfasz

Chief of Police Services | City of Aliso Viejo

Southwest Operations

12 Journey | Aliso Viejo | CA | 92656

(949) 425-2561

<image001.png>

## Kajfasz, Chad M

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**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Wednesday, July 24, 2019 5:19 PM  
**To:** Kajfasz, Chad M  
**Cc:** Angela Kang; Andrea Han  
**Subject:** Re: Termination Notification

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Lt. Kajfasz, Acknowledging receipt of your email. I'll provide this to our legal team and will respond with a formal acknowledgement if appropriate.

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As always, thank you for your support.

Sincerely, Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  




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